



Staff Report

Subject: New Computer Aided Dispatching system proposal

Department/Program: Police Department / Communications Unit

Explanation:

For the last year we have been exploring a new CAD (Computer Aided Dispatch) system. We are currently using Global.

Global CAD is built on an antiquated computer language platform that is no longer widely used. Global is also a sun-setted product, so there are no upgrades, no new services, etc. Something else to consider is that the older the computer language is, the harder it is to find competent people to work on those systems. Also, Global is not a stand-alone company, but a part of a larger software conglomerate that has been bought and sold a couple of times that I know of. Finally, it cannot be run on Windows 10. If you have to run it on a Windows 10 machine, you have to run it through an emulator that tricks it into thinking it's running on a Windows 7 machine.

In 2019 the department switch from Global to Soma Global. After approximately nine months it was found that the system did not live up to company promises and was constantly a challenge to work with. That system was abandoned in late 2019 and we switched back to Global. Total cost for this endeavor was approximately \$90,000.

Our current cost for Global is \$25,200 annually that we pay to REJIS for service and maintenance.

Some time back REJIS began the search for a new CAD system that they would administer to area PSAPs. Each PSAP, including ours, was included in this search. Motorola Premier One is the system that was chosen. This is a newer, more robust system that is built in a newer, more widely used programming language. The system is being used by several large agencies around the world. This means that Motorola is constantly improving the system in an attempt to keep it on the forefront of technology in an effort to keep selling new systems.

Speaking locally, it has become very apparent that consolidation of services, PSAP's, etc has become the norm. Even without consolidation, it has also been proven that no agency can stand alone, everyone needs help. With REJIS spearheading the new system, it shows that the area is ready to work together. So moving to a CAD system that was built from the ground up to be a truly regional system only makes sense. For instance, when PO Flamion was shot, every shred of information

about that incident had to be passed on via the radio. While that works, it is slow and can be cumbersome when everything is happening at the same time. If we would have had a regional CAD like Motorola, all of that information could have been shared instantaneously.

Additionally, our current radio system, in-car camera system, and body-camera system are Motorola products and there is the possibility of integrating these systems with a Motorola CAD system.

REJIS is close to rolling out the Motorola CAD system. Possibly as soon as September. They want to do this by working with the largest PSAPs first and working their way down. This plan would put us, if we decide to go with this system, third on the list behind St Louis County Police Department and East Central Dispatch Center.

Cost for the Ballwin Police Department Communications Center to transition from Global to Motorola is calculated as the first year being the set up cost and the following years being maintenance costs. Recent calculations are as follows:

First Year, initial set up: \$136,000 - \$145,000

Second Year: \$35,000

Third Year: \$35,700

Fourth Year: \$36,600

Fifth Year: \$37,600

Sixth Year: \$39,100

Of course the 2021 budget does not include any of these costs because there was not a projected rollout date nor were there any costs available for calculation when the budget was prepared.

Recommendation:

I am recommending that we enter into an agreement to transition to Motorola Premier One through REJIS. Regarding the payments, I am recommending that we add \$145,000 to the 2021 budget so we can move forward with this project as soon as possible.

Submitted By: Col. Douglas W. Schaeffler
Chief of Police

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