



TRAC - Technology Review and Adoption Committee
Project Submission Form

Project Name: Computer Aided Dispatching

Date: June 28, 2006

Business Owner (Department): Security

Author(s): Larry Borland

TRAC/Cabinet Sponsor: Patrick Hickey

Project Manager(s): Dan Clemente

Dave Lewis and Paul Kleinhans

ITS Project Liaison:

Problem

Problem Description

Currently, the Security Department is unable to accurately track calls for security services (CFS). This is an increasingly critical problem, as we have up to 42 personnel assigned to various functions throughout the day and as many as four patrol officers working in the evening. Knowing where these officers are and what they are doing is important for officer safety reasons as well as management reasons. In addition, because we cannot accurately record CFS, we are unable to accurately measure some key dashboard indicators, such as types of calls, time consumed on calls and time available for directed activity.

Cause

Cause Description

We have no automated call for service tracking system also known as Computer Aided Dispatching (CAD) system. It would be very burdensome for personnel to have to manually enter calls on a log sheet, and then transfer that data to some electronic format for analysis.

Treatment

Technical Details

We are proposing the purchase of e991pro software from RAD Software. The premium version will be available for release on or about August 1, 2006. The system will be purchased with 9 site licenses, which would allow all high schools to enter their own calls. CFS from middle and elementary schools would be entered at the main dispatch center. The software would reside on a server in the data center and schools would be able to simultaneously enter calls. There would be no need for additional computers, as appropriate computer equipment is already in the security offices at the schools.

Testing / Evaluation Plan

- We have downloaded an earlier version and it seems to meet our needs.
- We will obtain one license for the central security communications center.
- We will load the software onto a server and test the software for about a month, including remote access from schools over the internet.

Implementation Plan

- [The software would be loaded onto the server and tested in the communications center.
- High school lead security officers would receive hands on training in the data communications center.
- The lead security officers would then train security staff in their building, allowing access only after training completed.
- We would run the system for one month and evaluate any problems or concerns

Training / Staff Development Plan

There is a small contingent of people who need to have access. We will train staff in-house and we do not expect to need IT support for training

Result**Monitoring Plan**

Monitoring will be done by monthly reports compiled by area security managers

Maintenance and Support

An annual fee of \$96.00 per license will be required for upgrades each year after the first year. Security will budget and pay those costs

| Project Cost and Funding | Cost Estimate | Funding Source (Cap Reserve, General, Salary, etc...) |
|--|----------------------|---|
| Account Code: | | |
| Project Cost - Software, Hardware, Services (Implementation) | \$1191.00 | General |
| Annual Support and Maintenance Costs (Ongoing costs) | \$900.00 | General |
| Additional Full Time/Part Time Employee Requirements | 0 | N/A |
| Project Milestone | Date Estimate | |
| Project Start Date | 08/01/06 | |
| Milestone #1: Testing of e911 pro Premium | 09/01/06 | |
| Milestone #2: Purchase of additional site licenses | 09/02/06 | |
| Project End Date Full implementation | 10/01/06 | |

SUPPORTING DOCUMENTS

Please attach any supporting documents that would further define this technology project including quotes, project plans, white papers, or other technical documents.

APPROVALS

Prepared By


Project Manager

Approved By


TRAC/Cabinet Sponsor


CIO