



# City of Santa Clara

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## Agenda Report

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19-1655

Agenda Date: 2/5/2019

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### REPORT TO COUNCIL

#### **SUBJECT**

Recognition of the City's Computer Aided Dispatch (CAD) Implementation Team

#### **BACKGROUND**

The Police Department's Public Safety 9-1-1 Dispatch Center relies on a CAD system to initiate calls for service, to dispatch Police and Fire, and to maintain the status of responding public safety units. The existing version of the CAD software system had reached the end of its useful life and would no longer be supported by the vendor. In October of 2017, Hexagon Safety and Infrastructure was selected as the vendor of choice to replace and upgrade the CAD system.

#### **DISCUSSION**

On November 5, 2018 the Communications Center cut over to the new CAD system. The CAD Implementation was a massive project that was started 2 ½ years ago and included countless hours in determining business needs, obtaining funding, interviewing potential vendors, on-site visits, negotiations, reports to Council, configuring the new system, testing, testing, and more testing. This project has truly been a collaborative effort and would not have been possible without a full-commitment from the Police, Fire, and IT Departments as well as the City Attorney's Office.

The Santa Clara Police Department would like to recognize the CAD Implementation Team for their work, commitment, foresight and dedication to the successful completion of the new CAD system.

#### **PUBLIC CONTACT**

Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email [clerk@santaclaraca.gov](mailto:clerk@santaclaraca.gov) or at the public information desk at any City of Santa Clara public library.

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