Arizona Department of Public Safety Computer-aided Dispatch (CAD) System Replacement

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Introductions

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Purpose

- To replace an end-of-life Computer-aided Dispatch System (CAD) with the most current CAD technology to support the Arizona Department of Public Safety's (AZDPS) Troopers and Detectives statewide, and to promote highway safety and protect the citizens of Arizona.

What is a Computer-aided Dispatch (CAD) System?

- A CAD system consists of several modules that provide services at multiple levels in a dispatch center and in the field of public safety. These services include call input, call dispatching, resource management, automatic vehicle location and mapping, call status maintenance, event notes, field unit status, and call resolution and disposition.

- This CAD system will be interfaced with other Arizona State agencies for the effective sharing of information and has the ability to dispatch resources from multiple agencies.

What is a Computer-aided Dispatch (CAD) System? (Cont.)

- This CAD system will be deployed in every vehicle assigned to a Trooper or Detective, which will allow them to:

  - Receive calls for service from Dispatch

  - Self-dispatch/initiate a call

  - Link to the Arizona Criminal Justice Information System (ACJIS)

Project Information

- AZDPS formed a CAD replacement team comprised of representatives from each Division within the department that will use, or be affected by the new CAD solution. The team determined the agency CAD requirements, and a Request for Information (RFI) was sent out. Once vendor information was received, the committee attended vendor product demonstrations for vendors who replied to the RFI and compared system components and features.

Project Information

- AZDPS has selected Spillman as the CAD replacement vendor. The Spillman product met the Agency's needs and provided the best opportunity for information sharing, specifically with the Arizona Department of Transportation (AZDOT), and assistance with project funding from the AZDOT.

- In addition, the high percentage of county and local law enforcement agencies that also use Spillman was a contributing factor to the decision. This will allow for information sharing which is crucial for law enforcement.

Project Information

Vendors for comparison were selected in part upon their experience with State Police agencies, Survey of State Police agencies, Tier 1 CAD vendors and integration with current AZDPS systems/programs.

DPS CAD SYSTEM Replacement Vendor Comparison Chart	
Pro	**Con**
Spillman	
Ability to Interface with AZADOT and high statewide adoption.	No history of Niche RMS Interface
Great customer service reputation	
Insite Product – allows for searching of other AZ agencies Spillman CAD/RMS	
Single Site License	
Can be supported by AZDPS personnel	
TriTech	
Proven Niche RMS Interface	Customer Service Complaints
Can be supported by AZDPS personnel	No other AZ state agency clients
Motorola	
DPS use of Motorola radios – CAD/Radio Integration	Features set for local police department, lacked statewide features
Can be supported by AZDPS personnel	Look/feel, features, and reporting did not meet agency needs
MACH	
Proven experience with TraCs	Huge in-house development
Cost effective	No experience integrating with other RMS vendors
Can be supported by AZDPS personnel	No production command line ability

Risk Mitigation

- Vendor proven track record – used in 43 other states, with 73 customers in Arizona.

- Site licensing cost – allows for growth without additional cost to the department.

- Existing CAD will remain operational until project has been completed and fully tested.

Questions?