

## City of Garden Grove

### INTER-DEPARTMENT MEMORANDUM

To: Matthew Fertal  
Dept: City Manager  
Subject: HARDWARE UPGRADE – COMPUTER AIDED DISPATCH (CAD) SYSTEM

From: Joseph M. Polisar  
Dept: Police Department  
Date: October 23, 2007

#### OBJECTIVE

To seek City Council approval to upgrade the hardware, operating system and database of the Police Department's current Computer Aided Dispatch (CAD) system to extend its life and functionality.

#### BACKGROUND

In 1999, the Garden Grove Police Department purchased and installed the Altaris CAD system, which replaced the obsolete CAD system that had been used since 1985. In 2001, the Altaris hardware vendor, Northrop Grumman, ceased production of the server utilized by the system and also ceased production of replacement equipment needed in case of failure or damage.

#### DISCUSSION

The proposed upgrade (attached), by Northrop Grumman will allow the Police Department to extend the life of the CAD system by approximately five years, at a considerable savings over the purchase of a new system, which could cost millions of dollars. As the current CAD has aged, the number of system breakdowns has increased dramatically. It has also become extremely difficult to perform maintenance, because parts are no longer manufactured for the system and thus have to be obtained from sources that have acquired their parts inventory from agencies that have already replaced their aging CAD systems.

The upgrade will also facilitate faster communication with the local, state and federal Department of Justice computers, who provide critical information to dispatchers and patrol officers. Currently, Garden Grove is the only law enforcement agency in Orange County still utilizing this outdated and sluggish serial line communications interface. In addition, an immediate system upgrade will prevent dispatchers from needing to be trained on two systems, thus reducing the impact on the Communications Division and creating a seamless transition from the old hardware to the new hardware.

Immediate authorization of the project is critical because a recent catastrophic failure of the CAD, resulting in a complete 24-hour shutdown of the system, was caused by a faulty hardware component that is scheduled to be replaced. The delay in repair was primarily due to the age of the system. First, the equipment is

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so rare that a single cable used to assist in the diagnosis of the equipment was not readily available, thus delaying the system's repair until another cable could be borrowed from the vendor's only other client in Southern California operating on a similar system. Second, since the equipment is not in wide use throughout the region, the technician was not proficient in diagnosing or fixing the problem. The project's upgraded hardware will address these issues and significantly increase the storage capacity and reliability of the system.

### FINANCIAL IMPACT

The proposed cost of the CAD upgrade is \$366,265.00. Warranty service is included in the price of the contract, and covers the hardware and support for 3 years. The City Council on August 28 approved the use of Supplemental Law Enforcement Services Funds (SLESF) estimated at \$335,000 for this project, but that funding is not scheduled to be disbursed by the County until November. The Police Department is asking the City Council to move forward with the CAD project by using unallocated Prop 172 (Fund 220) funding to initially fund the CAD replacement equipment. When the City receives its SLESF allocation in November, these funds will be used to reimburse the Prop 172 money. Both funding sources are for public safety purposes only and will create no additional burden on the City's General Fund.

### COMMUNITY VISION IMPLEMENTATION

The purchase of the upgraded equipment for the CAD system meets the goals of the community's vision by improving the safety of the community through the more efficient and reliable delivery of police dispatch services to the community.

### RECOMMENDATION

It is recommended that City Council:

- Approve the attached Professional Services Agreement with Northrop Grumman for the Altaris CAD hardware and migration in an amount not to exceed \$366,265.
- Authorize the City Manager to sign and execute the Agreement, including making any modifications during the contract period for the operation and implementation of the contract services.

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JOSEPH M. POLISAR  
Chief of Police

By: Rebecca Meeks  
Communications Manager

Attachment A - Northrop Grumman Quote # 47554-7  
Attachment B – Northrop Grumman Agreement  
Attachment C - Certificate of Liability Insurance