



Review of Philadelphia Police / Fire Department Computer Aided Dispatch Technology Assistance (TA) Engagement

Client Agencies

Philadelphia Fire Department (FD)
Philadelphia Police Department (PD)

Participating IJIS Institute Staff

Stephanie Cassavaugh, *Sr. Project Manager*
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Dates Services Provided

Site Visit – April 24-26, 2012

Overview of TA Request

The IJIS Institute received the request for TA from the Philadelphia PD, and, upon internal approval to proceed with the engagement, the IJIS Institute staff worked directly with the Philadelphia PD's staff in defining the specifics of the engagement. A TA questionnaire was completed by the Philadelphia PD and reviewed by the Institute and, subsequently, a contract agreement was jointly negotiated authorizing the TA engagement. Shortly thereafter, the IJIS Institute team was informed of the City's desire to consider a "citywide" CAD strategy. At that time, the Philadelphia FD was included in the engagement. As defined by the contract agreement, the principal goals of this TA engagement were:

In regard to an upgrade of the existing CAD systems:

- ◆ Perform an inventory of existing technologies;
- ◆ Perform a structured analysis based upon observations and best practices;
- ◆ Research and consider best practices as applicable to the acquisition and implementation of future CAD technology; and,

- ◆ Provide recommendations on the development of a strategy based on Philadelphia PD and FD mission needs.

Type of TA Services Provided

The TA team conducted this engagement as a 3-day, onsite engagement, followed by consultant team analysis. The generation of this document provides relevant recommendations in the areas of the organizational governance structure, strategic planning processes, information sharing methodology, and technology enhancements.

The end result is this TA report, inclusive of the findings and recommendations, that will help prepare the Philadelphia FD and PD for moving forward. More specifically, the engagement provided a high-level review of the Philadelphia FD and PD current CAD systems' architecture and capability in preparation for enhancement of the current technology capabilities to meet the future operational expectations.

Overview of Observations and Recommendations

A copy of this TA report abstract can be found on the IJIS Institute website at http://www.ijis.org/publications/ta_reports.html.

A copy of the full TA report is available to authorized personnel only and must be coordinated through the IJIS Institute staff.

Contact Information

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