

## Report to Community and Protective Services Committee

**To:** Chair and Members  
Community and Protective Services Committee

**From:** Cheryl Smith, Managing Director, Neighbourhood, Children and Fire Services

**Subject:** Upgrade the Computer Aided Dispatch (CAD) System 9.3 to 9.4 and migrate to OnCall Analytics

**Date:** March 2, 2021

## Recommendation

That, on the recommendation of the Managing Director, Neighbourhood, Children and Fire Services, subject to the advice of the Fire Chief and the Deputy Fire Chief, the following actions be taken with respect to the upgrade to the Computer Aided Dispatch System:

- a) the “Fixed Price Statement of Work” submitted by Intergraph Canada Ltd. doing business as Hexagon Safety & Infrastructure division, 10921-14 Street NE, Calgary, Alberta, T3K 2L5, BE ACCEPTED for the upgrade of software for the Computer Aided Dispatch from version 9.3 to 9.4 and the migration from the existing Intergraph Business Intelligence to Hexagon OnCall Analytics – Dispatch Advantage at a total purchase price of \$282,014, excluding HST in accordance with section 14.4(d) of the Procurement of Goods and Services Policy; and,
- b) subject to the approval of a) above, the financing for this purchase BE APPROVED in accordance with the “Sources of Financing Report” attached, hereto, as Appendix ‘A’;
- c) subject to the approval of a) above, the Civic Administration BE AUTHORIZED to undertake all the administrative acts that are necessary in connection with the purchase;
- d) the approvals given, herein, BE CONDITIONAL upon the Corporation entering into a formal contract, agreement or having a Purchase Order relating to the subject matter of this approval; and,
- e) the Mayor and City Clerk BE AUTHORIZED to execute any contract or other documents, if required, to give effect to the actions set out in a) to d) above.

## Executive Summary

This report presents the next steps required to update vital software used by the London Fire Department’s Emergency Communications Centre. This software serves as a link between the public and firefighting crews, answering 911 calls and dispatching the appropriate resources. The Communications Centre uses a Computer Aided Dispatch (CAD) system for call handling and dispatching, intelligent mapping, field communications, and data reporting and analysis. The current version of this software was installed in 2016 and there are risks associated with not upgrading the application and the supporting infrastructure. Remaining on an unsupported infrastructure increases the risk that the Corporation could lose access to the CAD application and the corporate information it contains.

The purpose of this report is to seek Council’s approval to upgrade the system to make sure that best practices are maintained and that the dispatchers have the most up to date tools available to ensure prompt and detailed emergency response.

## Linkage to the Corporate Strategic Plan

Upgrading the Computer Aided Dispatch (CAD) system to version 9.4 and the migration to the new OnCall Analytics is aligned with two strategic areas of focus, as presented in the City of London Strategic Plan 2019-2023.

- Strengthening our Community – Increasing neighbourhood safety by improving emergency response through new technology.
- Leading in Public Service – Increasing efficiency and effectiveness of service delivery and increasing the use of technology to improve service delivery.

## Analysis

### 1.0 Background Information

#### 1.1 Previous Reports Related to this Matter

- [Master Product and Service Agreement with Intergraph Canada Ltd Doing Business as Hexagon Safety Infrastructure and Upgrade the Computer Aided Dispatch System](#) (May 25, 2016)

### 2.0 Discussion and Considerations

#### 2.1 Background and Purpose

The London Fire Department (LFD) implemented a Computer Aided Dispatch (CAD) system in 1998, which was purchased from Intergraph Canada Ltd. (Intergraph). Intergraph is now operating as “Intergraph Canada Ltd. doing business as Hexagon Safety & Infrastructure” (Hexagon). The last upgrade to the CAD (version 9.1.1 to 9.3) was completed in 2016 with Council approval. In addition, the London Fire Department, with Council approval, purchased and implemented a Hexagon Business Intelligence program in 2012 that uses the CAD information to measure front line performance.

For the following reasons, the LFD is recommending that the Hexagon CAD software be upgraded through a single source procurement under clause 14.4(d) of the Procurement of Goods and Services Policy related to the need for compatibility with goods and/or services previously acquired:

- The CAD program has provided the necessary dispatch requirements for the Department since implementation. Changing to a different CAD system would require a significant capital expenditure not included in the approved multi-year Capital Budget, as well as major resource commitments from LFD, Information Technology Services (ITS) and Purchasing.
- Since the upgrade to 9.3 in 2016, the operational, technical, and business needs of public safety agencies has continued to rapidly evolve. With the release of version 9.4, we will find better capabilities with large scale events and incident command, and most importantly new and enhanced capabilities for managing calls, along with the capabilities for improved incident location tracking.
- Since the implementation of the Hexagon Business Intelligence tool that was purchased in 2012, there have been no upgrades. When the CAD software version upgrade in 2016 from 9.1.1 to 9.3 was completed, the decision was made not to upgrade the Hexagon Business Intelligence tool at that time and to wait until the next CAD upgrade. Since the purchase of the Hexagon Business Intelligence tool 9 years ago, technology has changed and reporting tools are now more robust, which has prompted Hexagon to change their Business Intelligence tool to Hexagon ONCall Analytics – Dispatch Advantage.
- Hexagon ONCall Analytics – Dispatch Advantage offers complete dispatch data visualization and analytics capabilities for evidence-based reporting, analysis, and decision-making. It delivers comprehensive reporting and analysis features

and reports, including live operational data. It helps public safety agencies overcome the challenges of raw, fragmented, incomplete, or incorrect data by transforming it into valuable reports which provides end users better abilities to assess performance, allocate resources, and improve operations such as meeting response time targets and inform budgeting, staffing, equipment and station needs as well as providing the dispatch centre with call distribution insights and trends to optimize response times, reduce operator workloads, and better align resources to demand.

- In addition, the computer infrastructure, on which the CAD system is installed, is at the end of its life cycle and must be replaced, as per Corporate computer infrastructure practices. Concurrent to the upgrade of the dispatching computer hardware, it has been the practice of the LFD to upgrade the CAD software provided by Hexagon to the most current version. This incremental approach to upgrading the system minimizes operational disruption.

### **3.0 Financial Impact/Considerations**

The capital budget for this purchase is included in the Council approved Fire capital plan per the attached Source of Financing. Ongoing software licensing costs will be funded through Fire and ITS operating budgets.

## **Conclusion**

The London Fire Department's Emergency Communications Centre serves as a vital link between the public and firefighting crews, answering 911 calls and dispatching the appropriate resources.

The London Fire Department, Information Technology Services and City of London Legal Services have worked with Hexagon to develop the Statement of Work # 1603-019-0003 related to the upgrade and migration to the new OnCall Analytics and are recommending approval of such Statement of Work to allow Hexagon to proceed with the installation.

**Prepared by:** Alan Hunt, Deputy Fire Chief  
**Submitted by:** Lori Hamer, Fire Chief  
**Recommended by:** Cheryl Smith, Managing Director, Neighbourhood, Children and Fire Services

c: Lori Kolodiazny, Manager, Information Technology Services  
Walter Pimentel, Supervisor, Database Administrator, Information Technology  
Katerina Barton, Manager, Finance and Planning, London Fire Department  
Doug Drummond, Financial Business Administrator, Finance and Corporate Services  
Aynsley Anderson Solicitor, City of London  
Jason Davies, Manager, Financial Planning and Policy

## Appendix "A"

#21023

March 2, 2021  
(Award Contract)

Chair and Members  
Community and Protective Services Committee

RE: Upgrade the Computer Aided Dispatch (CAD) System 9.3 to 9.4 and migrate to OnCall Analytics  
(Subledger CP210009)

Capital Project PP112319 - Replace Firefighter Equipment  
Hexagon Safety & Infrastructure - \$282,014.00 (excluding HST)

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### Finance and Corporate Services Report on the Sources of Financing:

Finance and Corporate Services confirms that the cost of this purchase can be accommodated within the financing available for it in the Capital Budget, and that, subject to the approval of the Managing Director, Neighbourhood, Children and Fire Services, and Fire Chief and the Deputy Fire Chief the detailed source of financing is:

<b>Estimated Expenditures</b>	<b>Approved Budget</b>	<b>Committed To Date</b>	<b>This Submission</b>	<b>Balance for Future Work</b>
Replace Vehicle & Equipment	585,390	56,272	286,978	242,140
<b>Total Expenditures</b>	<b>\$585,390</b>	<b>\$56,272</b>	<b>\$286,978</b>	<b>\$242,140</b>

### Sources of Financing

Drawdown from - Vehicle & Equipment - Fire Reserve Fund	585,390	56,272	286,978	242,140
<b>Total Financing</b>	<b>\$585,390</b>	<b>\$56,272</b>	<b>\$286,978</b>	<b>\$242,140</b>

### Financial Note:

Contract Price	\$282,014
Add: HST @13%	36,662
Total Contract Price Including Taxes	318,676
Less: HST Rebate	-31,698
Net Contract Price	<u>\$286,978</u>

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Jason Davies

Manager of Financial Planning & Policy

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