# Executive Update
## Public Safety Systems Modernization

November 2020

APD Commander Michael Doerzaph
AFD Deputy Chief Dave McCabe
Deputy CIO Jeff Anderson

# Project Overview

# Aurora Public Safety Volume by the numbers…

In 2019 alone, Aurora's public safety systems supported:

- ✓ **149,567** APD Calls for Service (Police)
- ✓ **19,882** AFD Calls for Service (Fire)
- ✓ **10,633** NAPD Calls for Service (North Aurora)
- ✓ **220,000+** 911/non-emergency calls
- ✓ **19,394** Incident Reports
- ✓ **8,244** Booking Records
- ✓ **5,565** Accident Records

# Project Background

**Project Goal:**

Modernize and integrate Aurora's public safety information systems to provide for efficient public safety data management, resulting in highly responsive and effective police, fire, and emergency services for Aurora's residents, businesses, and visitors.

**New Public Safety Systems that replaced dated legacy systems:**

| Computer Aided Dispatch (CAD) | Fire Records Management System (FIREHOUSE) | APD Records Management System (WebRMS) |
|---|---|---|
| *Live March 2018* | *Went live in phases beginning 2018* | *Live January 2020* |

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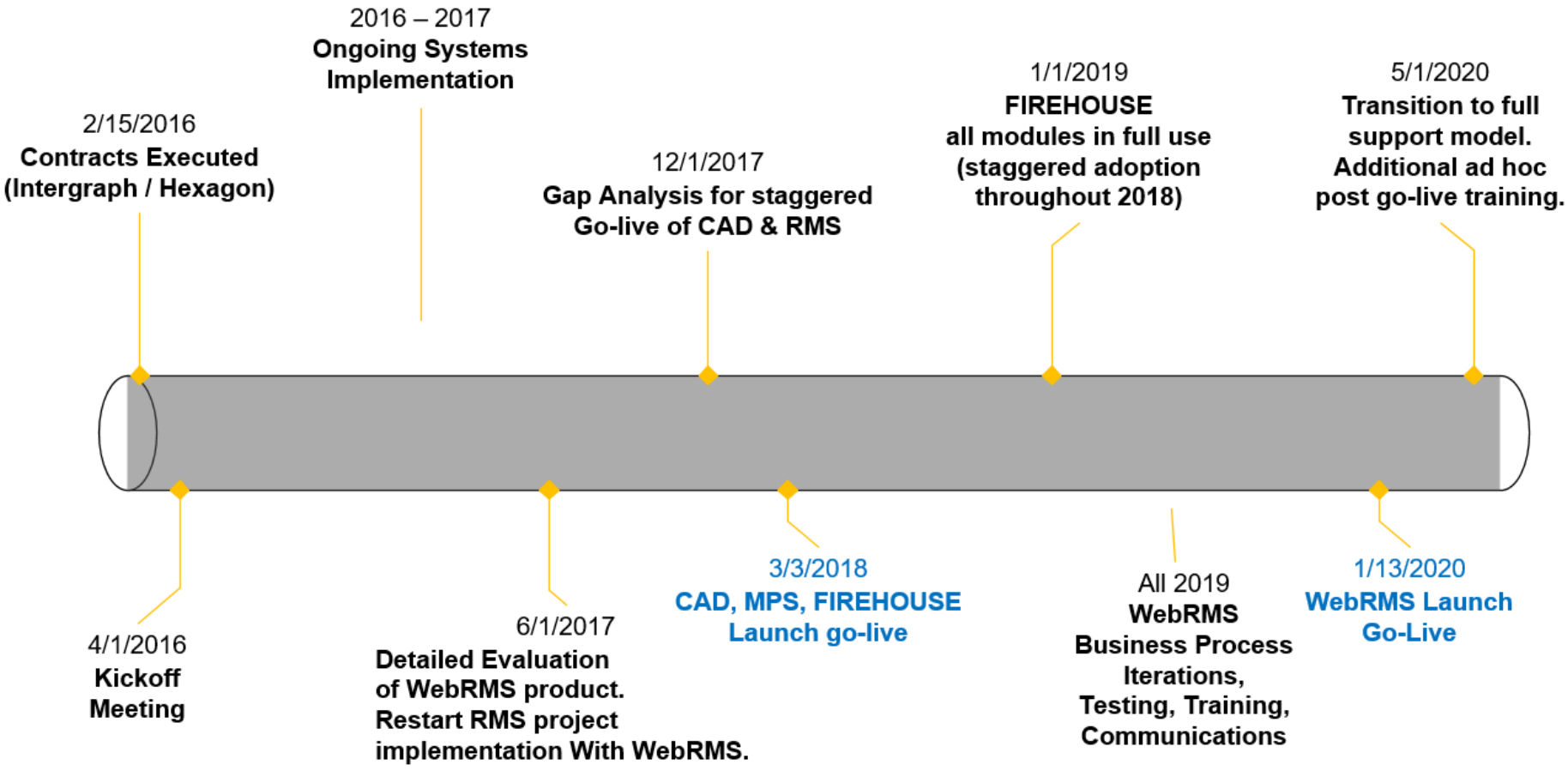
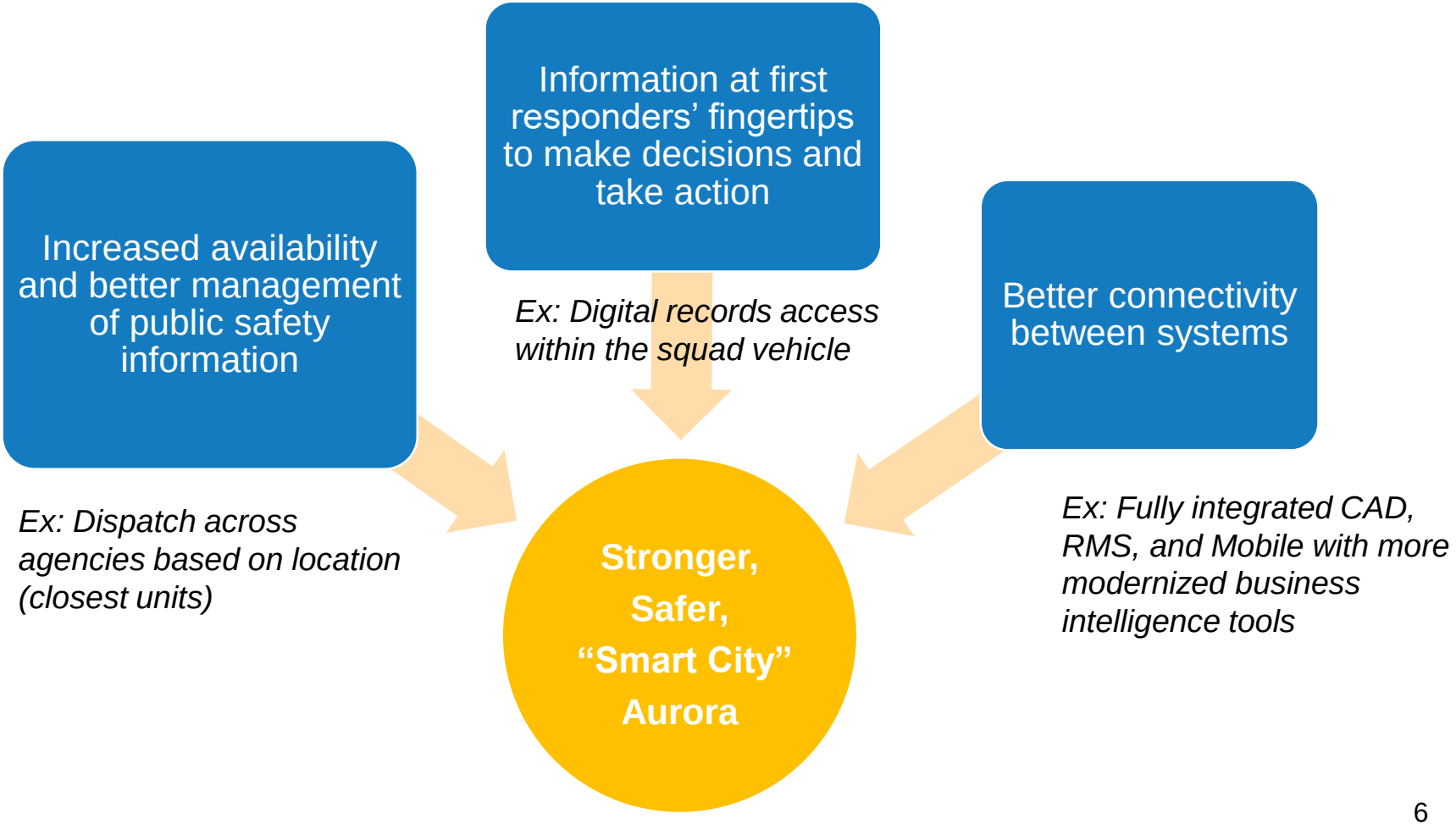
# Timeline




*Across entire project: ongoing team member and leadership turnover – on vendor team and Aurora team*

# Public Benefits

This technology investment provides significant benefit to Aurora residents and visitors, and is aligned with Mayor Irvin's Transition Report, specifically the Public Safety category.



# Technology Benefits

## Comprehensive Data Entry and Management

- The system enables quick data entry and real-time alerts, immediate search and retrieval, and extensive reporting capabilities.

## Cloud Deployable

- The system provides rapid and reliable access to information, whenever and wherever needed.
- Combines the advantages of an enterprise system with the benefits of secure, browser-based access.

## Scalable & Configurable

- Supports single or multi-agency use (i.e., N. Aurora) , configurations, and workflows that previous technology could not facilitate
- Built-in interfacing capabilities support easy integrations.

## Access to Data & Analytics with Enhanced Transparency

- Easier to access, share, and analyze real-time data with dashboards and visualizations that support decision-making
- Increased transparency and ability to utilize data with open data portal capability – e.g. to be utilized in pandemic

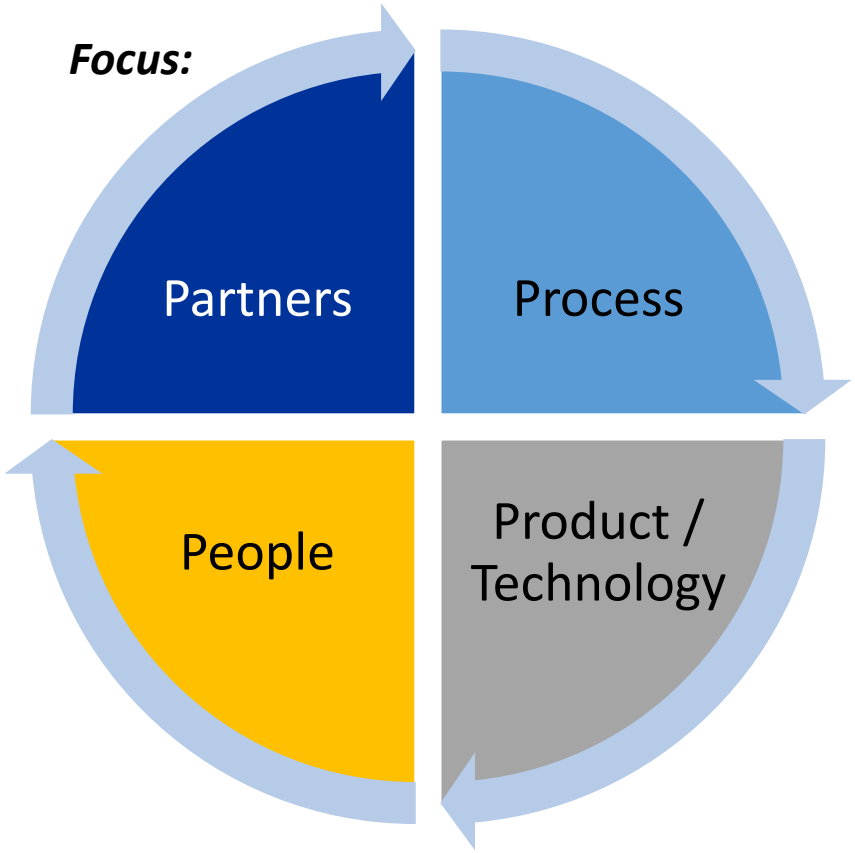
# Project Stakeholders

| | | | | | |
|---|---|---|---|---|---|
| Mayor's Office + City Council / Aldermen | | | | | |
| Aurora Fire | APD Records | APD Evidence | APD Investigations | APD Traffic | APD Patrol |
| APD Booking/Jail | APD SOG (Special Operation Group) | APD Operations/Training | APD Crime Analysis | Telecommunications | City of Aurora IT |

# All Systems Live…

As of January 2020, all public safety systems are live and operational. We are currently in a support model with Hexagon.

***Focus:***




Going forward

The work accomplished in this effort supports ongoing implementation of Aurora's Technology Roadmap, builds on its Smart Cities Program, and enhances Aurora's IT agility.

Public Safety systems modernization also lays the foundation for future integrations on the platform, including preparing for NextGen911, ESO Fire RMS, and other critical public safety technology.

# Evolving Service Model

- Now that all systems are in a support model with all vendors, Aurora IT is evaluating its own IT support of new public safety systems

- IT is evaluating service desk hours/shifts to support new technology, and right-sizing the staffing models

# Project Closure

# Project Budget Summary

## Project Budget

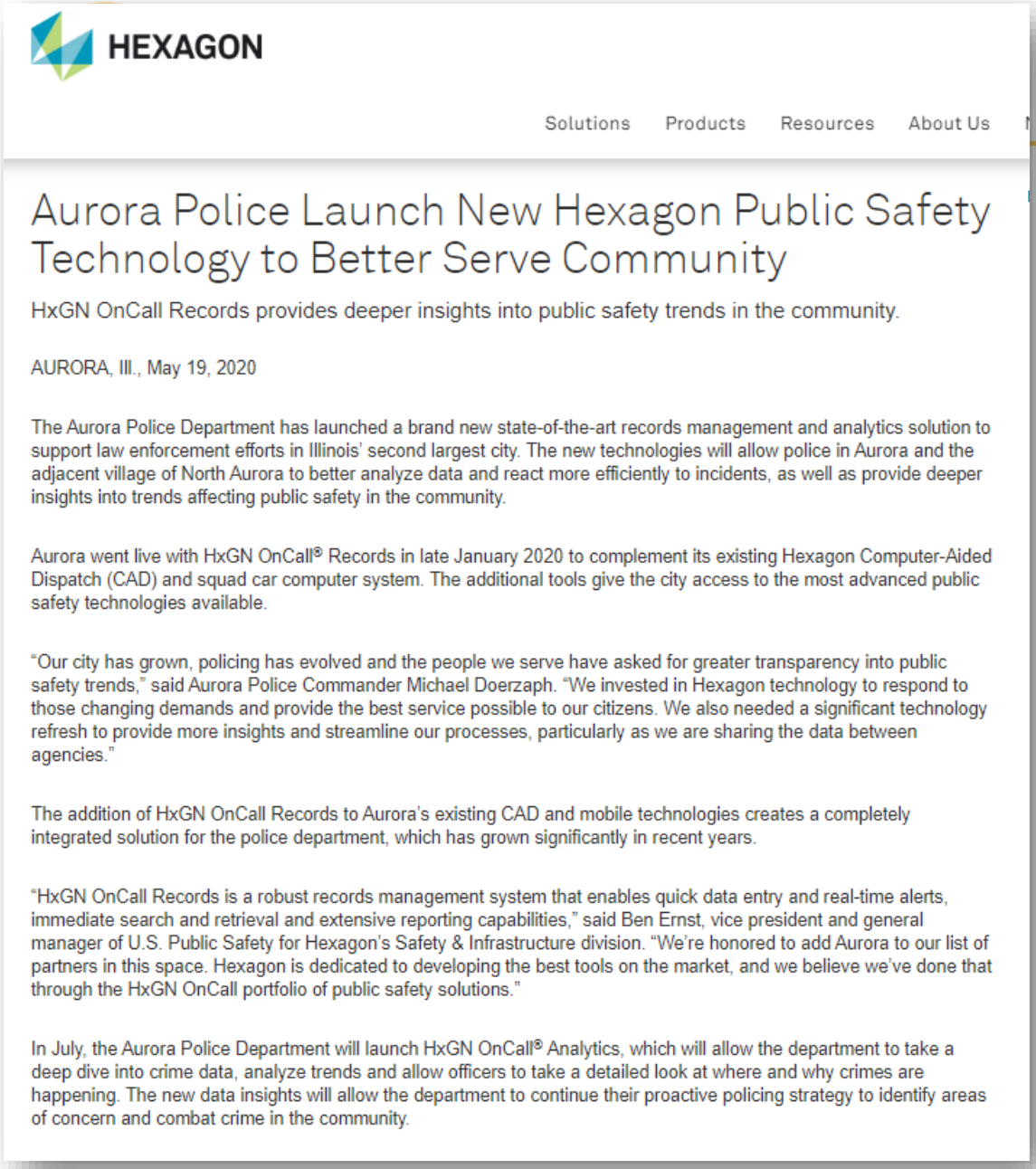
- $7.7M
- Includes implementation services, Software, Licenses, Hardware, Consulting Services, and third-party tools of all three public safety software systems

## Funding Sources (variety)

- Wireless 911 Surcharge Fund
- Grant ETSB (Revenues - Monies reimbursed by ETSB)
- Equitable Sharing Justice
- SHAPE

## Current Budget Status & Credits

- Current project PO balance of $108k remaining in budget, remaining to pay (on track)
- Aurora currently has ***$240k in Hexagon credits*** due to renegotiating savings in change orders, and streamlining software and hardware purchases to utilize less than budgeted, and finding other cost savings



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# Aurora Police Launch New Hexagon Public Safety Technology to Better Serve Community

HxGN OnCall Records provides deeper insights into public safety trends in the community.

AURORA, Ill., May 19, 2020

The Aurora Police Department has launched a brand new state-of-the-art records management and analytics solution to support law enforcement efforts in Illinois' second largest city. The new technologies will allow police in Aurora and the adjacent village of North Aurora to better analyze data and react more efficiently to incidents, as well as provide deeper insights into trends affecting public safety in the community.

Aurora went live with HxGN OnCall® Records in late January 2020 to complement its existing Hexagon Computer-Aided Dispatch (CAD) and squad car computer system. The additional tools give the city access to the most advanced public safety technologies available.

"Our city has grown, policing has evolved and the people we serve have asked for greater transparency into public safety trends," said Aurora Police Commander Michael Doerzaph. "We invested in Hexagon technology to respond to those changing demands and provide the best service possible to our citizens. We also needed a significant technology refresh to provide more insights and streamline our processes, particularly as we are sharing the data between agencies."

The addition of HxGN OnCall Records to Aurora's existing CAD and mobile technologies creates a completely integrated solution for the police department, which has grown significantly in recent years.

"HxGN OnCall Records is a robust records management system that enables quick data entry and real-time alerts, immediate search and retrieval and extensive reporting capabilities," said Ben Ernst, vice president and general manager of U.S. Public Safety for Hexagon's Safety & Infrastructure division. "We're honored to add Aurora to our list of partners in this space. Hexagon is dedicated to developing the best tools on the market, and we believe we've done that through the HxGN OnCall portfolio of public safety solutions."

In July, the Aurora Police Department will launch HxGN OnCall® Analytics, which will allow the department to take a deep dive into crime data, analyze trends and allow officers to take a detailed look at where and why crimes are happening. The new data insights will allow the department to continue their proactive policing strategy to identify areas of concern and combat crime in the community.

# Hexagon Feature (May 2020)

https://www.hexagonsafetyinfrastructure.com/news-and-events/news-releases/aurora-police-launch-new-hexagon-public-safety-technology-to-better-serve-community

# Wrap-up and Questions