


BAL HARBOUR

- V I L L A G E -

OFFICE OF THE VILLAGE MANAGER

LETTER TO COUNCIL

NO. 060-2019

To: Mayor Gabriel Groisman and Members of the Village Council
From: Jorge M. Gonzalez, Village Manager 
Date: April 5, 2019
Subject: **Bal Harbour Police Computer Aided Dispatch (CAD) System**

The purpose of this Letter to Council (LTC) is to inform you that the Bal Harbour Police Department (BHPD) Computer Aided Dispatch (CAD) and Record Management System (RMS) went live on Tuesday, April 2, 2019.

The Bal Harbour Police Department began exploring the implementation of a CAD/RMS system in 2015. After much research and consideration, Superion was recommended as the selected vendor, and the Council approved the purchase of the CAD/RMS System in March 2018, representing the Village's most complex information technology implementation to date.

During the year-long implementation, BHPD staff and IT worked with Superion to customize the system to meet the needs of the department today and beyond. In addition, on-site training for officers, supervisors, dispatchers and records management personnel was conducted by Superion, focusing on each area's tasks and needs.

Superion staff was on-site at BHPD from April 1-4, 2019 to support the go-live efforts, and troubleshoot any issues that could arise.

In memoriam, the first call, an "Area Check" was assigned to Chiefs' Mark Overton and Miguel De La Rosa, with the entire police department serving as back-up officers.

I want to commend the entire Bal Harbour Police Department and our IT Services staff for an outstanding job.

If you have any questions or need additional information, please feel free to contact Chief Flowers directly.

JMG/RMF/DM