



Computer-Aided Dispatch System (CAD)/Records Management System (RMS) Project Update

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Overview



- **Project Background**
- **Project Progress to Date**
- **Current Activities**
- **Next Steps**
- **Timeline Overview**

Project Background



- **November 14, 2022, the Village heard a presentation (ID 22-378) from Berry Dunn on the Community Safety Project. The report included recommendations on the RMS replacement.**
- **April 26, 2024, West Suburban Consolidated Dispatch Center (WSCDC) released a CAD/RMS Request for Proposal (RFP)**
- **June 7, 2024, six vendors responded to the RFP.**
- **July 18, 2024, the Board was provided an update on the project.**
- **July 15, 2025, WSCDC entered into a contract with Tyler Technologies.**
- **May 7, 2026, Elmwood Park and Rosemont joined WSCDC and added to the scope of the project.**

Project Progress to Date



- **September 2025, initial engagement with Tyler, information-gathering session**
- **Three separate ongoing bi-weekly meetings**
 - **Tyler Project Manager**
 - **Director of WSCDC**
 - **Mission Critical Partners (WSCDC Project Managers)**
- **April 2026, RMS training for administrators**
- **June 2026, initial on-site system testing**

Current Activities



- **Continue refining system configuration and implementation**
- **Data migration**
- **Interface development, implementation**
- **Online staff training**
- **Change management and communications**

Next Steps



- **Complete system configuration**
- **Finalize data migration**
- **2nd onsite workflow review (testing)**
- **Onsite training, all modules to include train-the-trainer**
- **On track for December 2026 implementation**

Timeline



Assessment



Planning



Implementation(Current)



Testing



Training



Go-Live



Questions?

