

BALTIMORE CITY COUNCIL COMMITTEE ON LEGISLATIVE INVESTIGATIONS

Mission Statement

On behalf of the Citizens of Baltimore City, the mission of the Legislative Investigations Committee is to ensure open, accessible and accountable government. The Committee will hold prompt and thorough hearings on all Executive Nominations. Additionally, the Committee will oversee enforcement of Ethics Rules and will monitor and review Rules of the City Council.

The Honorable Isaac "Yitzy" Schleifer

CHAIR

PUBLIC HEARING

4/30/2026

4:30PM

CLARENCE "DU" BURNS COUNCIL CHAMBERS

25-0044R

Informational Hearing

Status of Computer-Aided Dispatch System

City Council Committees

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CITY OF BALTIMORE

Brandon M. Scott – Mayor
Zeke Cohen – Council President



Office of Council Services

Nancy Mead – Director
100 Holliday Street, Room 415
Baltimore, MD 21202

COMMITTEE ON LEGISLATIVE INVESTIGATIONS

The Honorable Isaac "Yitzy" Schleifer
CHAIR

Resolution Hearing

25-0044R

Informational Hearing – Status of Computer-Aided Dispatch System

Sponsor: Council President Zeke Cohen

For the purpose of inviting officials from Baltimore City Information and Technology, the Fire Department, and the Baltimore Police Department to discuss protocols for maintaining the Computer-Aided Dispatch (CAD) system, outages of the CAD system and how they are communicated and restored, and a timeline and budget for the replacement of the CAD system.

REPORTING AGENCIES

- Baltimore City Fire Department
 - Baltimore City Information Technology
 - Baltimore Police Department
-

BACKGROUND

Baltimore City's computer-aided dispatch system (CAD) has come under scrutiny over the past year due to repeated failures.

During an August 27, 2025, City Council [hearing](#), the CAD system was noted as being "many years old." During that same hearing, witnesses remarked that the system had failed about 25 times from January to August 2025.

Subsequently, Council President Cohen introduced this resolution to examine causes for CAD system failures; discuss CAD maintenance protocols; and, consider factors necessary to replace the CAD system.

During a January [meeting](#) of the City's Planning Commission, a representative from Baltimore City Information Technology (BCIT) indicated it would take approximately 18 months to replace the CAD system.

FISCAL NOTE

As a resolution requesting an informational hearing, the legislation carries no fiscal impact.

During the January Planning Commission [meeting](#), BCIT officials estimated the total cost of upgrading the CAD system to be \$15 million. Recently, however, the City has obtained significant funding through [federal](#) and [state](#) sources to upgrade the CAD system. Likewise, the City's preliminary FY27 budget includes \$12.4 million to upgrade the system.

Analysis by: Ethan Navarre
Analysis Date: 4/28/2026

Direct Inquiries to: Ethan.Navarre@baltimorecity.gov

**CITY OF BALTIMORE
COUNCIL BILL 25-0044R
(Resolution)**

Introduced by: President Cohen

Cosponsored by: Councilmembers Middleton, Bullock, Blanchard, Schleifer, Porter, and Glover

Introduced and read first time: December 15, 2025

Assigned to: Committee on Legislative Investigations

REFERRED TO THE FOLLOWING AGENCIES: Baltimore City Information Technology, Fire Department, Police Department

A RESOLUTION ENTITLED

1 A COUNCIL RESOLUTION concerning

2 **Informational Hearing – Status of Computer-Aided Dispatch System**

3 FOR the purpose of inviting officials from Baltimore City Information and Technology, the Fire
4 Department, and the Baltimore Police Department to discuss protocols for maintaining the
5 Computer-Aided Dispatch (CAD) system, outages of the CAD system and how they are
6 communicated and restored, and a timeline and budget for the replacement of the CAD
7 system.

8 **Recitals**

9 The CAD system is essential to Baltimore City’s emergency response, interfacing with 911 to
10 handle more than 2 million calls each year and dispatch first responders to incidents reported by
11 Baltimoreans.

12 The CAD system is approximately 2 decades old, and its anticipated replacement will cost
13 \$9.5 million.

14 The City Council seeks to better understand the status of this aging system and ensure that
15 there is a plan in place to maintain and replace it in a timely manner that ensures continuity of
16 this essential service.

17 **NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF BALTIMORE**, That the City
18 Council invites officials from Baltimore City Information and Technology, the Fire Department,
19 and the Baltimore Police Department to discuss protocols for maintaining the CAD system,
20 outages of the CAD system and how they are communicated and restored, and a timeline and
21 budget for the replacement of the CAD system.

22 **AND BE IT FURTHER RESOLVED**, That a copy of this Resolution be sent to the Director of
23 Baltimore City Information and Technology, the Chief of the Fire Department, the Commissioner
24 of the Baltimore Police Department, and the Mayor’s Legislative Liaison to the City Council.

EXPLANATION: CAPITALS indicate matter added to existing law.
[Brackets] indicate matter deleted from existing law.

BALTIMORE CITY COUNCIL



COMMITTEE ON LEGISLATIVE INVESTIGATIONS

25-0044R

Informational Hearing

Status of Computer-Aided Dispatch System

Agency Reports



Computer Aided Dispatch System Overview & Status

25-0044R Informational Hearing – Status of Computer Aided Dispatch System



Brandon M. Scott
Mayor

Agenda

- Understanding CAD –
Where we are today
- Modernization Pathway –
Where we want to go
- Implementation Strategy –
How we will get there



Brandon M. Scott
Mayor

OUR ROLES AND RESPONSIBILITIES

BCIT's role includes system planning, configuration, operations, maintenance, upgrades, and documentation of CAD infrastructure.

Responsibilities

- Program Management
- Real-time Monitoring
- Contract Management
- Preventive Maintenance
- Incident Management
- Change Implementation



Brandon M. Scott
Mayor

UNDERSTANDING CAD

Computer-Aided Dispatch (CAD) is a complex system combining hardware and a suite of software packages used to receive and initiate, prioritize, dispatch, and manage responses to both emergency and non-emergency incidents.

Our CAD handles 2.1 million calls on an annual basis

Key Functions:

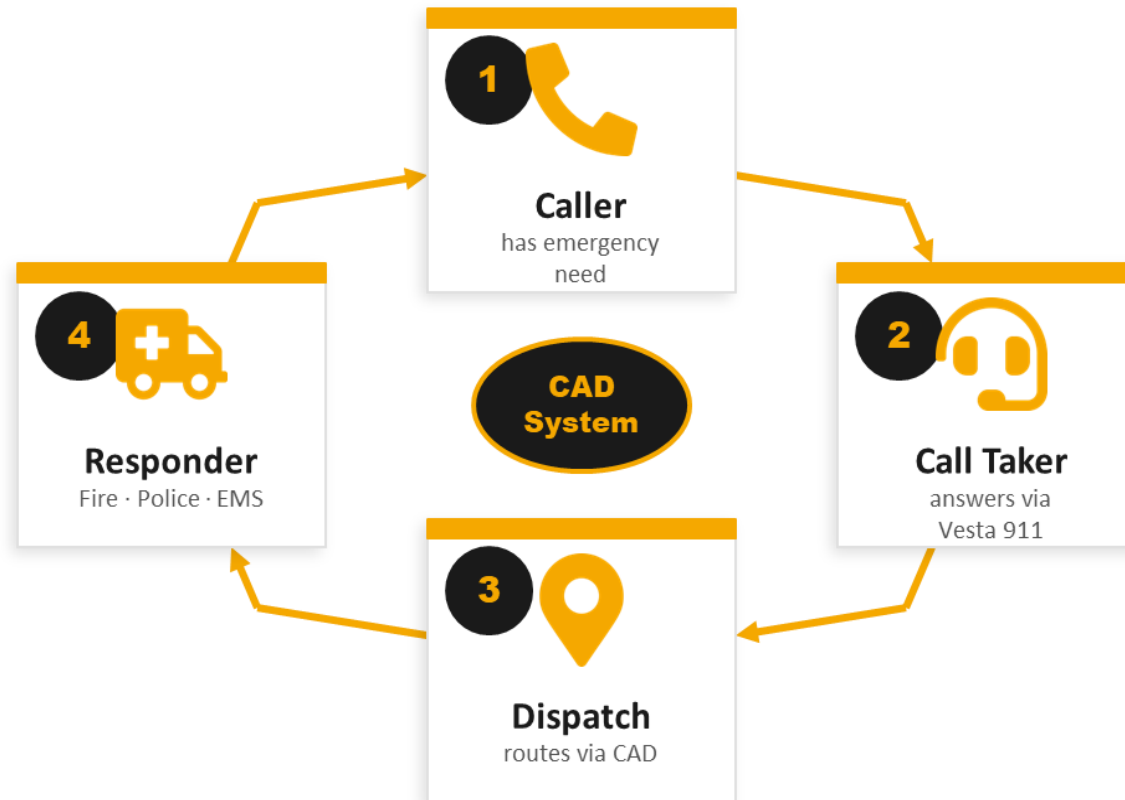
- Incident Intake & Prioritization
- Dispatch Coordination
- Unit Tracking
- Interagency Integration



Brandon M. Scott
Mayor

911 CALL LIFECYCLE

First responders receive the call details in real time and use that information to respond quickly and appropriately.



Collects key details from the caller, including what's happening and where, and enters the information into the system.

Identifies the right agency and closest available unit then sends the call based on the type of service needed.



Brandon M. Scott
Mayor

VIEW OF CURRENT CAD

CAD CALL TAKER

System Status
4/23/2026 6:31:53 CADAPP/TIB MED: 0/0/16256/0

Groups:
#P261120004 - Recall Window

Recmnd Detail Seen Quit Prior Haz EPI

#20004 (TC05/T608) Status:enroute Priority:2 Type:4E - COMMON ASSAULT
Location:501 N ATHOL AV. BAL - btwn BIRCHWOOD DR and EDMONDSON AV
Map:Unknown (SW/814/814)

PPR FPR

Standard Diagnostics: Run:814 Class:1P Priority:2 Post:814 DAREA:SW

Post Search list:
(**) 814 813 811 815 816

[04/22/2026]
13:01 CREATE
13:01 ENTRY
13:01 -PREMIS Comment:PPR, FPR, DIR
13:02 SELECT
13:03 DISPER 8A17
13:03 -PRIU 8A17
13:03 -HOLD
13:06 BACKER 8A10 UnitID:8A17 Location:501 N ATHOL AV. BAL

Command Window

DISPATCHER

System Status
4/23/2026 6:33:37 CADAPP/TIB MED: 0/0/16256/0

Groups:
Event Entry

Location: Long: Lat: Type: Pri: Urgency: CAD#: Advanced
Name: RPaddr: Origin: Phone: Primary CT:
ContrRP?: 2ndPhone: RP_Lang?: COVID19: Comment:

Recent Calls Vehicle Info Person Info Call Details

| St | S | Event | Time | Termina | Pri | Ur | Type | Location |
|-------|------|-------|---------|---------|-----|----|------|------------------------------------|
| ActP | 0004 | | 13:01 0 | TC05 | 2 | | 4E | 501 N ATHOL AV, BAL |
| ActIP | 0003 | | 11:35 0 | TC08 | 2 | | 55 | 2200 W COLD SPRING LN, BAL |
| PenF | 0001 | | 10:51 0 | TC05 | 1 | | | MSHOC900 S CATON AV #ROOM 212, BAL |

1. All calls 2. 911 Duplicates 3. Address Duplicates 4. Saved/Create Calls

Same Call History View New Call Quit

Address: Phone: Pilot:
Subscriber: Origin: Tower: Sector:
Long: Lat: Elev: Uncert: Conf:

RECALLDISP Call displayed in recall window

Command Window



Brandon M. Scott
Mayor

CAD USER ECOSYSTEM

INTERNAL PUBLIC SAFETY & SERVICE PARTNERS

311 Non-Emergency Services

911 Emergency Communications

CitiWatch

Department of Housing & Community Development

Department of Public Works

CAD System

CORE EMERGENCY RESPONDERS

Baltimore City Fire Department

Baltimore Police Department

Emergency Medical Services

EXTERNAL PUBLIC SAFETY & SERVICE PARTNERS

Baltimore City Sheriff's Department

Baltimore City School Police*

University Public Safety Departments



Brandon M. Scott
Mayor

*Pending

CAD INTERFACES, NOW & FUTURE

26

CURRENT INTERFACES

Active integrations in the existing system

7+

NEW INTERFACES

Planned additions for the modernized platform

MODERNIZATION PATHWAY

STAGE 1



Current State

Aging CAD Platform
20+ years old · core software outdated

Aging Hardware
Last replaced in 2020

STAGE 2



Bridge Actions

Monitor
Real-time system health monitoring

Continuity
Maintain uptime & failover readiness

Training
Staff preparation for new platform

REQUIRED INVESTMENTS

\$600K

FY26 Hardware

\$11.7M

FY27 System Replacement

Unlocks Stage 3

STAGE 3



Modernized CAD System

- Improved Reliability
- Faster Response Time
- Modern 911 Standards
- Scalable & Future-Ready
- High Availability
- Enhanced Security



Brandon M. Scott
Mayor

NEW SYSTEM HIGHLIGHTS



Expanded 911 Diversion

proQA-driven call routing delivers the right response — not always a sworn officer.



Faster Emergency Response

Intuitive UI, automated workflows, and decision-support tools cut call-processing time.



NextGen 911 Compliance

Meets modern NG911 standards and is built for future technology integration.



Scalable & Future-Ready

Grows with Baltimore's demands — designed for evolving service needs.



High Availability & Redundancy

Minimizes downtime with built-in failover to keep critical services running.



Enhanced Security & Monitoring

Real-time threat detection and system oversight protect Baltimore's 911 infrastructure.



IMPLEMENTATION STRATEGIES FOR SUCCESS

1



Baltimore-Specific Requirements

Clearly defined operational, technical, and governance requirements grounded in how our city actually responds to emergencies.

2



Outcome-Focused Vendor Evaluation

Multi-day, hands-on demonstrations using Baltimore-specific scenarios designed by our police, fire, EMS, and 9-1-1 professionals.

3



Differentiation Beyond Basic Functionality

Prioritizing usability, resiliency, cloud maturity, integration capabilities, mobile support, and future readiness—not checkbox compliance.

4



Strong Governance and Change Management

Dedicated program oversight, organizational change management, and quality assurance to ensure adoption and value realization.

5



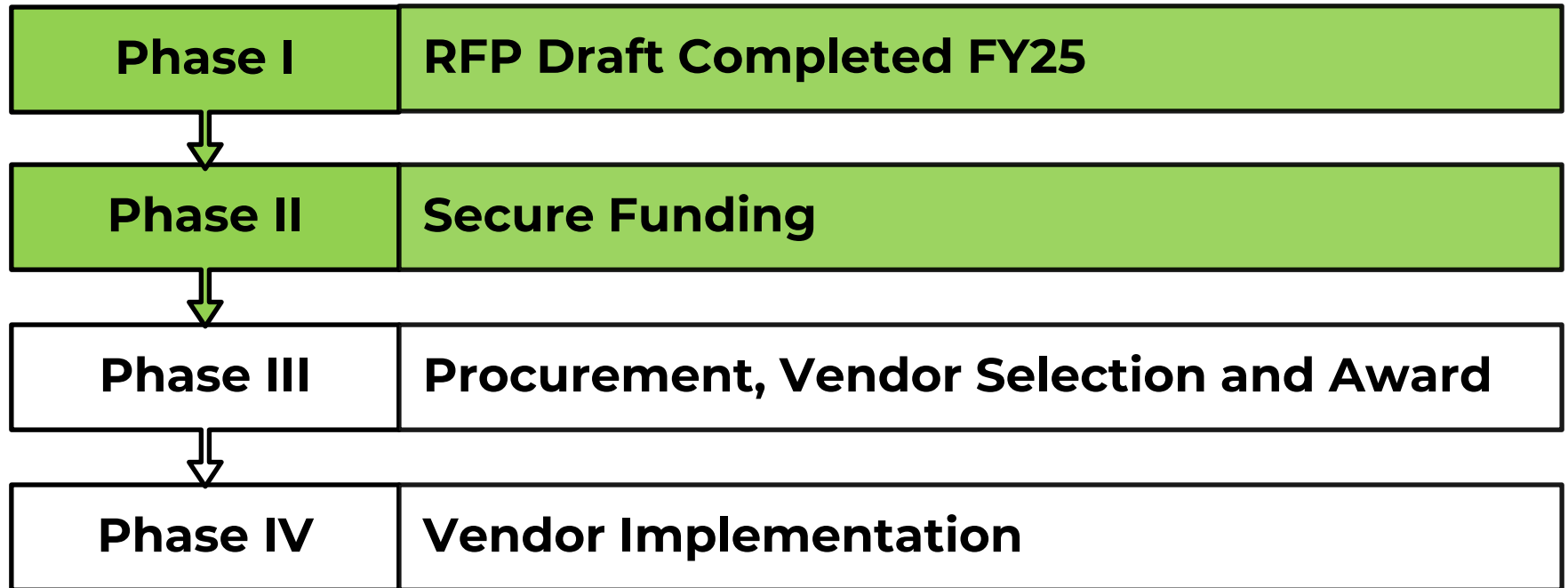
Rigorous Reference Validation

Deep reference checks and proof-of-performance reviews with comparable large cities.



Brandon M. Scott
Mayor

PROJECTED IMPLEMENTATION



 = Complete



Brandon M. Scott
Mayor



Brandon M. Scott
Mayor

QUESTIONS?

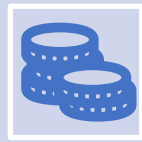




FUNDING SECURED



\$3.7M federal funding



\$8.0M State general funds



\$11.7M total

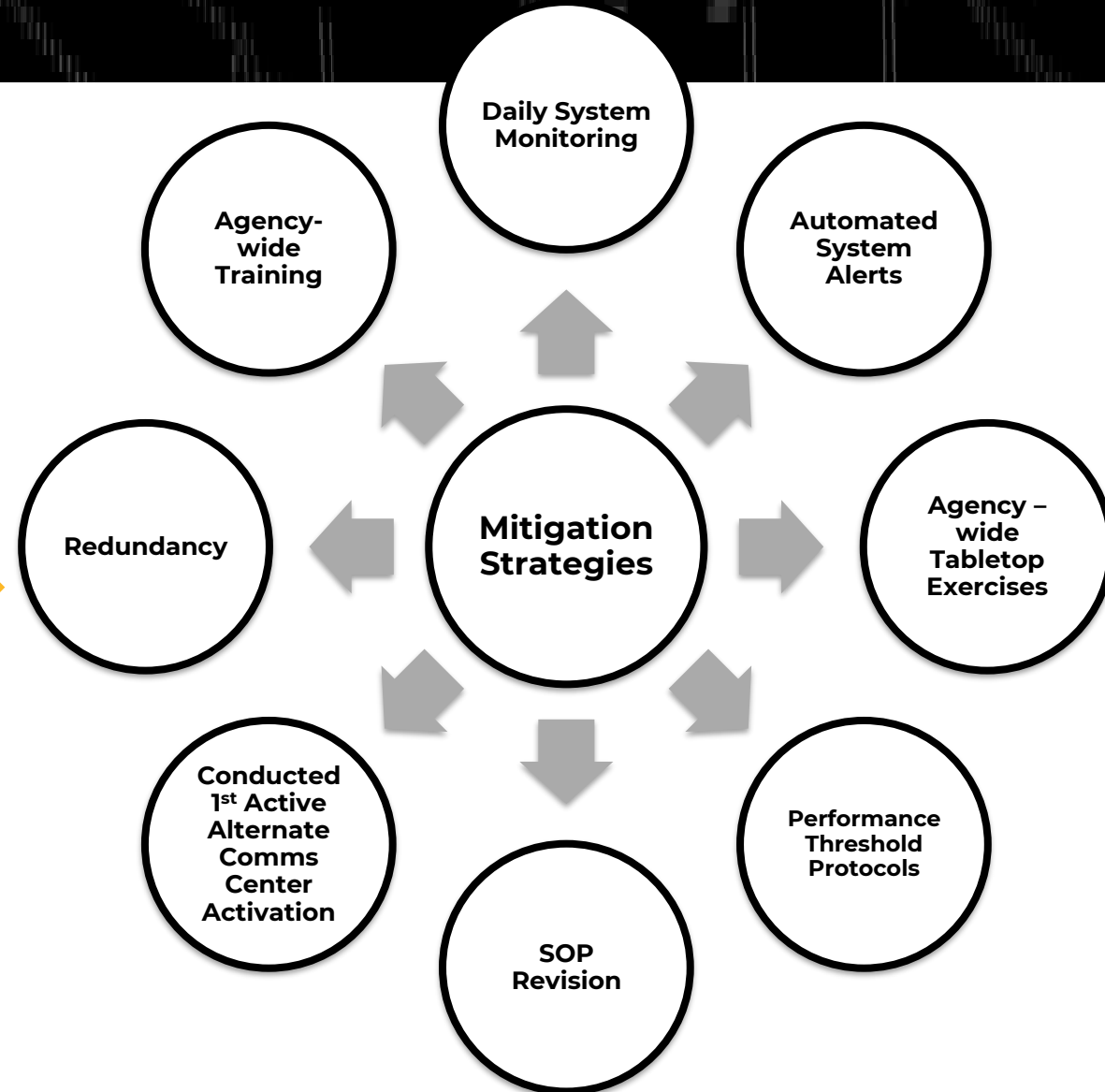


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Mayor

MITIGATION STRATEGIES

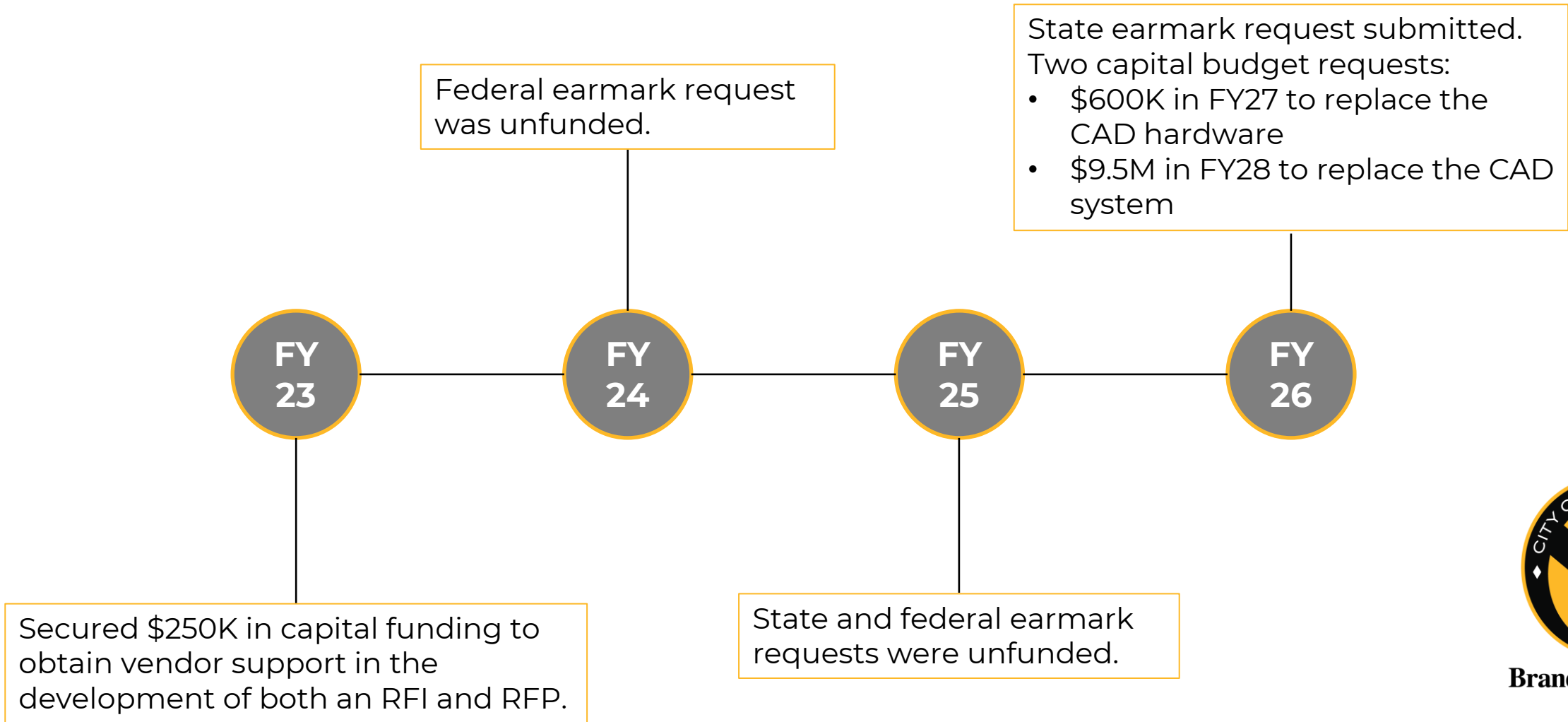
Current State

- CAD software code nearly 20 years old
- Hardware last replaced in 2020



Brandon M. Scott
Mayor

FUNDING ACTIONS





NEW SYSTEM HIGHLIGHTS

- **Expanded 911 Diversion**
Supports proQA/preprogrammed selection of call types that can deliver an alternative response.
- **Faster and More Accurate Emergency Response**
Reduce call-processing and dispatch times through intuitive user interfaces, automated workflows, improved location accuracy, and decision-support tools.
- **NextGen Compliance**
Aligns with modern 911 standards and supports future technology integration.
- **Scalable and Future-Ready**
Designed to grow with increasing demand and evolving service needs.
- **High Availability and Redundancy**
Minimizes downtime and ensures continuity during critical incidents.
- **Enhanced Security and Monitoring**
Strengthens system protection with real-time oversight and threat detection.



Brandon M. Scott
Mayor