
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

HEARING NOTES

25-0044R

Informational Hearing – Status of Computer-Aided Dispatch System

Hearing Date: 4/30/2026

Hearing Start Time: 04:30 PM

Hearing End Time: 5:30 PM

Location: Du Burns Council Chamber / Webex

Total Estimated Attendance:

Committee Members in Attendance:

- Chair Isaac "Yitzy" Schleifer
 - Paris Gray
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MAJOR SPEAKERS

(This is NOT an attendance record.)

- T.J. Mayotte – Acting Chief Information Officer, Baltimore City Information and Technology
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NOTES

- Chair Schleifer called the Committee to order
- Council President
 - Thanked those in attendance
 - The computer-aided dispatch system enables the city to send out the right responders to the right place at the right time
 - Having a reliable CAD system is a top priority
 - Our IT department has warned for years that the system is aging
 - The Council has sought a plan for the system's replacement
 - There can and should be no failures of the CAD system
 - We cannot keep putting a band aid on a broken system
 - It remains a top priority to create a alternative response system in Baltimore
 - Only works when it is fully connected with the CAD system
- BCIT shared its presentation (see bill file)
 - BCIT is the central node for City communication systems
 - CAD is a complex system of hardware and software

- Functions include intake and prioritization, dispatch, unit tracking, interagency integration
 - The system is deeply customized to fit the needs of Baltimore
 - Currently 26 current interacting interfaces, endeavor to add 7 more to the system
 - The CAD software system is approximately 20 years old, the hardware has been refreshed
 - Secured \$11.7 million in federal and state dollars to update the system
 - New system highlights
 - Expanded 911 diversion
 - Faster response
 - Next gen compliance
 - Scalability, future-ready
 - Redundancy
 - Enhanced security
 - Strategies for success
 - Baltimore specific requirements
 - Outcome based vendor evaluation
 - Beyond basic functionality
 - Strong governance and change management
 - Rigorous reference validation
 - Projected implementation
 - Moving into procurement
- Council President –
 - What is the timeline for procurement
 - Can take up to four years
- Chair Schleifer
 - What is the estimated total cost
 - Dependent on the vendors that come to us
 - What are we spending annually
 - \$1.3 million to sustain in this year
 - Will the federal and state funds cover the cost?
 - There will be significant costs
 - 12 million should be approximately the right amount to get it done
 - Will there be a requirement for participating vendors to have equipment and technology to retrofit existing infrastructure
 - Yes, it is unlikely all systems would need to be upgraded again
- Council President
 - Why do we need a new CAD system
 - The current system is not able to be upgraded to meet modern needs
 - Grateful to federal and state partners for supporting the system, and the administration's efforts to secure funding but very concerned about a 4 year timeline
 - What will we do in the interim to prevent further breakdowns
 - Not committing to a four year timeline, that is dependent on the vendor
 - Continue to invest in hardware upgrades and train staff in online and offline procedures
 - Automated alerts also continue
 - In the interim, we should not accept continued breakdowns of the existing system

- We have seen return on investment, thus far in calendar year 26 we have not seen a CAD outage
- CM Blanchard
 - Talk through how the upgrade will facilitate efforts to have an emergency response system that directs the right resources to crises
 - Is it possible to be done with the current system
 - It can be done but it would be more manual, an upgrade would provide for more automation and flexibility
 - Is this a capability that Durham has?
 - Durham is in between – currently building those processes into their CAD system, Denver as well
- Council President
 - Having just been to Durham it is my understanding that their crisis response system is fully integrated into their CAD
 - Both Co-response and non-police response models
- CM Blanchard
 - We don't want a redo of the permitting debacle that was stood up before it was ready, how do we avoid a similar scenario
 - Steering and working group is working with partners to hear all voices, even before an RFP
 - Not easy work to gather requirements, but is ongoing
 - When we turn the switch on, how will we know that it isn't going to break
 - We will conduct iterative unit level testing by those who will use the system
 - That is an expectation of vendors
- CM Gray
 - What are we doing right now to identify scenarios specific to Baltimore, are we getting feedback right now from those who operate the system
 - Have assigned a BCIT project manager to meet weekly with public safety partners
 - What do we have in place to help those with disabilities to use 911, what inputs are we getting from those advocacy reports
 - BCIT can commit to doing outreach with those groups
 - A software soon to be implemented will assist with ASL
- Council President
 - Share lessons learned from implementing a new system in another jurisdiction
 - Talk to people using it
 - The public and first responders deserve a great CAD system
 - Ours is very old and is in bad need of repair or replacement
- CM Gray
 - Does the system impact 311
 - 311 will not be impacted directly but 311 are consulted stakeholders
 - Describe how 311 works
 - 311 is supported by BCIT, use mobile app or website to submit service request
 - Each service request triggers a separate process
 - BCIT is working to update 311 service requests to improve system
- Public Testimony
 - CAD system failures cause adverse impacts to residents

- Improving the CAD system is not enough
- Council President
 - It is mission critical that we have a robust CAD system
 - This should be a quick and high-quality process of identifying a vendor
 - It is also critical that we develop a crisis response system that fully integrates within CAD

FURTHER STUDY REQUESTED

Request	From	Agency	Expected Timeline
Keep the Committee on Legislative Investigations abreast and apprised of updates on the procurement process, including when the RFP goes out for the system replacement.	Cohen	BCIT	Ongoing

- Hearing Packet in bill file?** ----- YES NO N/A
Attendance Sheet in bill file?----- YES NO N/A
Vote Record in bill file? ----- YES NO N/A
Agency reports read? ----- YES NO N/A
Hearing televised or audio-digitally recorded? ----- YES NO N/A
Certification of advertising/posting notices in the bill file?----- YES NO N/A
Evidence of notification to property owners in bill file? ----- YES NO N/A

Notes by: Ethan Navarre
 Notes Date: 4/30/2026

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