



## CITY OF VANCOUVER

# A17

### ADMINISTRATIVE REPORT

Date: August 13, 2008  
Contact: Inspector Dave Nelmes  
Phone No.: 604-717-3349  
RTS No.: 7626  
VanRIMS No.: 08-2000-20  
Meeting Date: September 16, 2008

TO: Vancouver City Council

FROM: Chief Constable

SUBJECT: Vancouver Police Department - Civilian Staffing Requirement -  
CAD System Administrator

#### RECOMMENDATION

THAT Council approve the creation of a Computer Aided Dispatch (CAD) System Administrator position for the Vancouver Police Department (VPD), Communications and Fleet Section, at a cost of \$77,000 in 2008 comprised of on-going and one time costs, to be provided from the VPD annual operating budget, subject to annual budget review.

#### CHIEF CONSTABLE'S COMMENTS

The Chief Constable supports the recommendation contained in this report. This report outlines the Vancouver Police Department's need to maintain administration and technical support for the operation of laptops/mobile work stations (MWS) deployed in police vehicles.

#### COUNCIL POLICY

It is Council policy that changes in staffing levels, either increases or reductions, be approved by Council. This includes the creation and deletion of regular positions and the re-allocation of funding from revenues or taxation.

## SUMMARY

With the transition of management and operations of PRIME-BC from E-Comm to the Royal Canadian Mounted Police (RCMP) E Division, the CAD administration tasks previously performed by E-Comm will no longer be available through nor provided by the RCMP. These tasks must now be performed directly by the VPD. In order to fill this need, the VPD is requesting the creation of a **CAD Systems Administrator**, using existing flow-through funding for the services previously provided by E-Comm staff. This position is required immediately.

## PURPOSE

The purpose of this report is to seek Council approval for the addition of a full-time civilian position responsible for the administration and technical support for CAD and its applications within the Mobile Work Stations.

## BACKGROUND

PRIME-BC started as an initiative in 1998 to improve policing by sharing information more effectively among various neighboring municipal jurisdictions. In June 1998, the British Columbia Association of Chiefs of Police (BCACP) supported the initiative by adopting the PRIME-BC vision: *"Adopt a common police information system in British Columbia which is focused on supporting operational police officers and the delivery of community policing"*. The contract with Macdonald Detwiler and Associates was signed on December 23, 1999. Phase I work commenced on January 11, 2001 with the VPD transitioning to the live system on March 21, 2001.

With E-Comm created to provide the basics for a comprehensive communications service, it was a natural progression to envision E-Comm as the service provider for the multi-agency records management system. E-Comm provided project management for the installation of the three participating agencies, as well as a full range of technical expertise to maintain, support and secure the systems.

Throughout the various stages of deploying electronic records management, members of the VPD created and maintained a symbiotic working relationship with the Public Safety team of professionals at E-Comm. During the initial stages, the need for a systems administration and technical position to manage the ever-changing issues surrounding the MWS was identified. Ultimately, E-Comm maintained responsibility for this role for the VPD due to the technical expertise of their staff. Other municipal agencies used their own Information Technology (IT) Sections for this service.

E-Comm agreed to devote up to 40-hours weekly of staff time for several functions relating to the MWS. These included, but were not limited to: a break and fix function, technical and software support, trouble shooting and creating technical solutions for operational needs and problems. In December 2004, Council approved a budget increase to the Department's operating budget to fund the flow-through costs of the services provided by E-Comm staff (RTS 4631).

In April of 2007, all CAD and PRIME support functions were moved from E-Comm and now reside within the control of the RCMP. Following this move, many of the technical support staff from within E-Comm were absorbed into the RCMP as civilian positions. With the transition to the RCMP, E-Comm lost the CAD and RMS servers and dissolved the server's supporting technical team. The RCMP no longer offers this function, and E-Comm has advised the VPD it can no longer retain this service in 2009.

## DISCUSSION

Since the absorption of the CAD and PRIME administration functions into the RCMP in 2007, the VPD no longer receives technical or administrative support consistently required in relation to the imaging and maintenance of the CF29 laptops currently deployed within the department. This has resulted in delays in applying new updates and roll outs of initiatives such as the electronic Regulation and Procedure Manual. As other agencies begin the CAD roll out, E-Comm staff are no longer consistently available to spend the time required to keep the VPD's systems current.

In completing a needs assessment, a committee was formed to look at the roles, responsibilities and technical expertise required by the VPD. A review of the job description and services provided by the E-Comm incumbent were reviewed. These responsibilities were structured in areas of expertise, resulting in the identification of a CAD System Administrator position. This position will also support the VPD in developing guidelines and training procedures for all members who use these electronic tools daily.

## JUSTIFICATION

At the time of the VPD's Operational Review, it was unforeseen that a transition to the RCMP would take place and that E-Comm would no longer be able to provide MWS service; therefore, during the Operational Review this position was not identified as being required.

There are several ongoing projects that depend on the VPD having the required technical and operational support of a CAD System Administrator. In 2008, the VPD is scheduled to refresh over 200 MWS, and preliminary research needs to be completed to properly assist in the determination of the appropriate models. Implementation of a Global Positioning System (GPS) will also rely on the expertise of a CAD System Administrator.

## FINANCIAL IMPLICATIONS

The annual costs for the CAD System Administrator are \$77,000 in 2008, comprised of on going costs of \$66,100 and one time costs of \$10,900.

On going and one time costs for this new position will be funded from the VPD's annual operating budget through the existing funds for the flow-through costs of the services previously provided by E-Comm for laptop maintenance and CAD technical support. The funding is subject to annual budget review.

## PERSONNEL IMPLICATIONS

The requested position is a Teamster position and has been formally classified through Metro Vancouver, in consultation with the City's Human Resources Departments.

## IMPLEMENTATION PLAN

The posting and selection process for this position can occur as soon as Council approval has been received.

## CONCLUSION

Since 2001, when E-Comm began to administer VPD's Mobile Data Terminals and CAD, technical support for the operation of laptops deployed in police vehicles has remained with E-Comm. In April of 2007, all CAD and PRIME support functions were moved from E-Comm and now reside within the control of the RCMP.

Many of the technical support staff at E-Comm have been absorbed into the RCMP as civilian positions, and because of this, the availability of consistent technical support from E-Comm has diminished. The RCMP currently does not offer technical support for CAD and MWS, and E-Comm has advised the VPD that it can no longer provide these services in 2009. As it is vital that the VPD continue to receive CAD and MWS support, the VPD must create a position as soon as possible in order to take over this role. The funding for this position will be provided from the Department's annual operating budget.

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