NEWS RELEASE

November 17, 2013
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Eugene Police Department’s front records counter at 300 Country Club will be closed from noon on November 18 until midnight on November 21 to allow the unit to convert to the new public safety records management and dispatching system. The only service to be operating during this time will be the release of impounded vehicles. Those picking up vehicles can still come to the lobby and use the lobby phone to call extension 5131 for service. All other activities will be unavailable.

A year ago, in November 2012, the City of Eugene signed its contract with SunGard for the new Records Management System/ Computer Aided Dispatch system (RMS/CAD). This was a major milestone and achievement for the Cities of Eugene and Springfield. SunGard is the new public safety system that will replace the mainframe system currently in use with one that has the latest functionality. In addition to an annual operating cost that is less than half of what it currently costs, the new system is planned to provide:

- streamlined business processes
- support of Data-Led Policing
- tools to improve police efficiency and effectiveness
- elimination of duplicate and manual entry
- ease of use
- ability to take advantage of future policing and technology trends

- increased officer access to information in the field to help them respond safely and effectively
- Map-based satellite vehicle location to increase police officer and community safety and give dispatchers more visibility to choose the correct police and fire units to respond to events
- Ability of integrated law enforcement systems to detect linkages between information that make it easier to solve complex crimes
- Functionality to analyze criminal activity information to forecast where additional crimes are likely to occur
Background:
The current mainframe-based records system was originally developed in the late 1960s. It was the latest technology in its time, but has become increasingly hard to maintain and lacks the functionality of modern systems. An exhaustive market investigation into the many economical commercial software solutions that offer enhanced tools to meet the public safety needs of the community was conducted by the City of Eugene. Then, both Eugene and Springfield partnered in selecting SunGard, a leading supplier of public safety solutions. The annual cost to operate the new system will be less than half of what we are currently paying.

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