CITY OF CHICAGO

THE OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS

November 20, 2026

Dear Alderman:

The City of Chicago will take the next step in modernizing its public safety technology as we transition to a modern CAD platform that will better support the provision of emergency services in Chicago. This new CAD platform will bring OEMC call takers and dispatchers together with Police, Fire, and EMS units in the field onto one unified system.

The next phase of the city's go live process is the cutover phase which will begin the week of Monday, December 7th. OEMC personnel will transition to CentralSquare Enterprise CAD as part of the City's broader public safety modernization. We will continue to provide our 911 personnel the resources and guidance needed as we prepare to cutover to the new system.

The new platform is designed to:

- Provide Chicago with a modern, flexible platform that can evolve with future public safety needs.
- Give call takers and dispatchers a modern, Windows-based environment with configurable layouts and clearer access to incident information.
- Strengthen coordination among OEMC, CPD, CFD, and Streets & Sanitation by connecting agencies on one platform and linking related incidents.
- Support dispatchers with real-time visibility into incident activity, unit status, and alerts.
- Give supervisors and managers better real-time insight into call volume, workload, and floor activity.

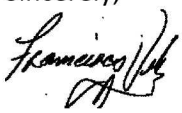
Chicago's current CAD technology has served the City for roughly 30 years, and the people of OEMC have made it work every day. The volume and complexity of incidents, expectations for timely information, and the technologies supporting 911 and dispatch are very different today.

This transition is an investment in the tools that support the people who answer Chicagoans' calls for help, ensuring the City's ability to deliver safe, informed, and coordinated emergency response for years to come. That commitment to public safety has guided this process as we have worked across departments with the utmost caution and care to prepare personnel, address concerns, and ensure all teams are ready for the transition.

Staff have been offered refresher trainings, practical exercises, interactive training tasks and training guides. All resources will remain available for a period following the cutover phase. A transition of this scale has taken years of preparation, practice, and teamwork to reach this point. Every call taker, dispatcher, supervisor, watch manager and member of OEMC has played an important role in helping Chicago prepare for a safe and successful transition.

As the cut-over date moves closer, we will provide you with the necessary updates and are happy to address any concerns you may have.

Sincerely,



Frank Velez
Executive Director, OEMC



Era Patterson
Executive Director, OPSA