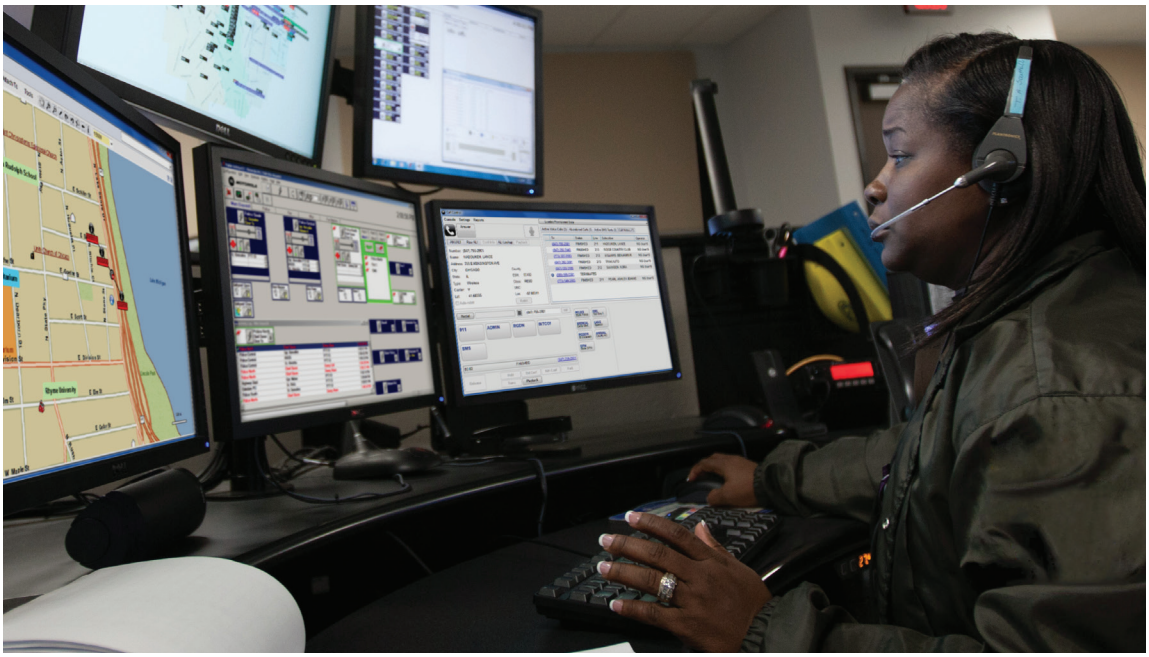
NEXT GENERATION TECHNOLOGY IMPROVES EMERGENCY SERVICES

NEW ORLEANS IMPLEMENTS PREMIERONE™ CAD, MOBILE, AND NG9-1-1 CALL CONTROL



CUSTOMER PROFILE

Organization
- Orleans Parish Communication District
- New Orleans, Louisiana

Industry
- Emergency Response
- Public Safety

Solution
- PremierOne™ CAD
- PremierOne™ NG9-1-1 Call Control

Key Results
- Improved response time and safety
- Optimized efficiency and workflow
- Future proof platform

Orleans Parish Communication District (OPCD) is the emergency call administration center for New Orleans, Louisiana, a city with approximately 370,000 citizens and host to millions of tourists each year. OPCD handles more than 1 million 9-1-1 calls annually, routing requests to police, fire, and emergency medical services (EMS) personnel in the field. Since it was established in 1982, OPCD has deployed innovative solutions to continually upgrade their ability to respond and to streamline workflows.

THE CHALLENGE

With the growing volume of 9-1-1 calls that the Orleans Parish Communication District handles each year, OPCD wanted a way to respond faster and more efficiently to emergencies by improving the flow of information between citizens, multiple agencies, and first responders. To gain these efficiencies, OPCD needed to reduce manual processes. The evolution started with a Computer Aided Dispatch (CAD) system in the 1990s that replaced most handwritten records. More recently, the district looked for ways to streamline workflow for dispatchers by connecting disparate applications and data sources, including the systems currently in use by the police, EMS and fire departments.

OPCD also needed a future-proof platform. In the past, the district's challenges included a growing number of landline calls followed by a transition to cellular communication. By the time Hurricane Katrina hit in 2005, OPCD had implemented a state-of-the art system for locating wireless callers. Rebuilding after the devastating hurricane and flooding from the failure of the federal levee system, OPCD faced even more challenges. "We took 40 years to get from the first 9-1-1 landline calls to handling cellular," says Stephen Gordon, Executive Director of OPCD. "But in the eight years since Katrina, we have texting, video conferencing, and social media—and people expect to use all of those technologies to access 9-1-1."

As a result, OPCD needed a solution that could easily handle multiple types of data, including structured database files and unstructured information such as text messages. Ultimately, OPCD required a platform that would help it stay on top of emerging technology trends, as well as work with existing systems. Director Gordon concludes, "We wanted a next-generation platform to keep our emergency personnel safer and to give the citizens a way to get the fast, effective emergency response they deserve."

"We've eliminated information silos and ensured that the right dispatcher and responder immediately receive the information needed."

— Karl Fasold, System Administrator, Orleans Parish Communication District

THE SOLUTION

OPCD decided to implement a CAD system with NG9-1-1 integrated call control. The new integrated PremierOne™ CAD system consolidates multiple police, fire and EMS data streams into a single 9-1-1 call system. It features a data warehouse for quick access to incident history and pulls everything together into a single application data display. The system automatically routes incident reporting to the most appropriate dispatchers, and continually updates situations as they progress, pushing data to the field on tablets and mobile computers.

PremierOne integrated call control eliminates the "swivel chair" methodology for call takers, allowing them to use one keyboard and one mouse for all of their workflows. System Administrator Fasold notes,

"The system has noticeably improved the workflows for our call takers and dispatchers, with response times considerably faster than the old system."

PremierOne also automatically routes calls to the appropriate dispatcher and alerts the closest first responders, who see the incoming information in real time. OPCD fields calls to sixteen police, three EMS, and four fire dispatch positions that handle calls throughout the city. "We have a set of rules built into the system that identify the type of call, the locations, and the personnel and resources required," explains System Administrator Fasold. "For example, if the call is routed to the fire department, CAD determines the closest station with available equipment and manpower."

The calls are also cross-referenced with historical data and a mapping system, and the system notifies the dispatchers and responders of prior incidents at an address or with a person. Multiple calls about the same incident are handled as database transactions and are automatically synchronized and aggregated in a single report.

On the back end, the data warehouse pushes information to paramedics, who access the data on tablets. The paramedics then use the tablets to log additional details about the patient or incident. The system works similarly with mobile terminals used by police units sent to stabilize a scene. With one touch, officers can indicate if the scene is safe, or if they need immediate help. The CAD also integrates with the police department's Corona Solutions, a system that is used to strategically allocate resources to patrol areas, identify crime hot spots, and aid other planning. The system shares data between agencies through a local area network (LAN) managed by the city. The city also gives external public safety vendors access to CAD data through a secure VPN connection. Moving forward, OPCD is now prepared to integrate text, pictures, and video within CAD.

THE RESULTS

Improved Response Time and Safety with Real-Time Information

By seamlessly connecting applications and automating the flow of information, OPCD has transformed operations and improved safety for first responders and citizens. "With a CAD solution based on next generation technology, we've eliminated information silos and ensured that the right dispatcher and responder immediately get the information needed," says System Administrator Fasold. "So while you're on the phone to a 9-1-1 telecommunicator describing the guy breaking into your car, the call has already gone out to nearby police units with your location and other details, including your own real-time observations and any history of prior incidents."

In addition to improving safety and reducing response times, the solution has improved efficiency for dispatchers and other staff, who can see current information from EMS, fire, and police departments on a single screen. System Administrator Fasold says, "With a standardized solution, up-to-date information refreshes constantly across multiple systems, so that all responders have the same view of the information at all times."

The solution saves time and reduces errors by automatically sharing data among disparate systems. "If EMS need police on the scene, they can request help in a few keystrokes by using the CAD system," says Fasold. "They no longer have to call a dispatcher, who would then manually type in the information and initiate an incident for dispatch. That process increased response time and carried the potential for error. Because the incident data is coming directly through the CAD, the correct location has already been mapped and identified for even better accuracy."

Future-Proof Platform With Simplified Workflow And Data Entry

OPCD has designed an innovative solution that easily adapts to new technology trends. "This is a future-ready solution for many reasons," says System Administrator Fasold. "The back end is so extensible that I can integrate new technologies and data types such as text messages without having to implement a brand new system or upgrades."

With public safety on the line, one of the most crucial performance factors of a 9-1-1 system is reliability.

> **"Since we began working on the system, we have had approximately zero down time"**

notes System Administrator Fasold. "PremierOne™ is a multi-application server, load balanced, redundant system designed for five 9s reliability, and it's proven to be that way."

Also from a user standpoint, the workflow has been simplified, says System Administrator Fasold, "Motorola made it a point to maintain as much visual and functional look and feel as possible in the new product, considerably reducing training time." PremierOne's functionalities are designed for efficient, automated data entry, considerably cutting down on human error.

By connecting disparate police, fire, and EMS applications, a 9-1-1 call system, mobile devices and a data warehouse, OPCD was able to meet their needs, both today and into the future. With a system that automatically routes incident reports and updates continuously, pushing data to EMS tablets and mobile police terminals, first responders can act faster and make better, safer choices. In the end, OPCD gained a flexible, extensible platform that easily integrates with new applications and data sources.

To learn more about how the PremierOne Suite of Applications including NG9-1-1 Call Control and PremierOne CAD can help your call takers and dispatchers streamline information access, management and sharing across your operations, contact your Motorola representative or visit motorolasolutions.com/dispatch.