

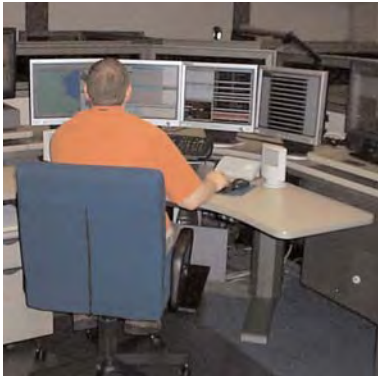
Wake County Case Study

Premier CAD™ Automated 9-1-1 Call Taking and Dispatching Functions for Multi-jurisdictional Public Safety Response



“If your house is on fire, do you care whose name is on the fire truck? If you’re having a heart attack, do you care whose name is on the ambulance? Our goal was to have a system driven by the nearest — unit response. We couldn't have done it without Motorola's Premier CAD.”

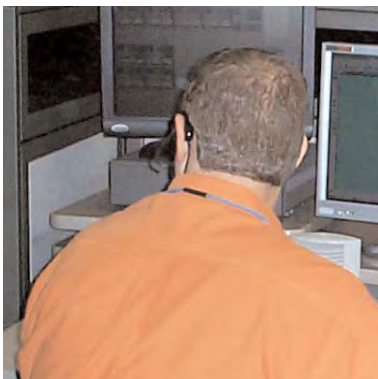
JOHN RUKAVINA, WAKE COUNTY DIRECTOR OF PUBLIC SAFETY



Geographically, Wake County is the second largest county in North Carolina. It encompasses both rural areas and 12 urban municipalities that range from Rolesville (population 972) to Raleigh, the state capitol (population 316,802).

The county is also a mosaic of public safety agencies. Each agency takes great pride in its traditions and performance — a pride that can express itself as a strong streak of independence. But that streak is offset by an even stronger desire to assure its citizens of the best possible police, fire and emergency medical protection.

By law, the county is responsible for emergency medical services, which it provides through a combination of a County EMS agency, and by contracting EMS services with local agencies. And the Sheriff's Office provides countywide law enforcement in unincorporated areas and backup to municipal police forces. But the rest of the county's public safety response — particularly fire protection — is decentralized, a mix of municipal departments, private and nonprofit agencies.



“Response time is always going to be a critical issue for public safety agencies. The most obvious solution is to throw money at the problem. There's a clear inverse relationship: The more money you spend, the lower your response time will be. But this level of spending in this economic and political climate simply isn't realistic. Motorola has a more cost-effective solution — with Premier CAD. Premier CAD's ability to give us nearest unit response helps keep our response time as low as possible. It chops minutes off our response time at a minimum cost.” John Rukavina, Wake County Director of Public Safety

“Every public safety agency has unique dispatching needs. As a customer, I want a Premier CAD system that will do everything . . . my way. But as a realist, I understand that accommodating those needs for 100 agencies would mean customizing 100 unique Premier CAD systems. That’s just not realistic. This can create conflict: When does Motorola intervene with a new capability as opposed to waiting to add it to the next release? But if a new capability is really critical to an agency, Motorola will make a genuine effort to accommodate its public safety customer.”

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Eventually, all the public safety agencies in Wake County agreed to a system without boundaries, one in which the nearest unit would respond, regardless of the jurisdiction of the incident and the responder. So how did so many public safety agencies reach consensus on the need for a better dispatching system? Several factors moved them toward change.

First were the obvious shortcomings of the county’s aging legacy system. Before the move to Motorola’s Premier CAD computer-aided dispatch communications solution, fire and EMS dispatching was handled by an 18-year-old legacy system that had its roots in a computerized box alarm system. The county found its inflexibility and lack of information frustrating. As Rukavina points out, “If five fire trucks responded to a call, the old system would record the time the first truck arrived on the scene and the time the last truck left. There was no record of anything in between. These information gaps were a problem when we had too few resources chasing too many incidents.”

Then there was money, always a factor in technology decisions. The county received several federal grants that helped underwrite the cost of adding automatic vehicle location to the system.

“This Wake County’s Board of Commissioners and County Manager David Cooke put us in the position to tell all the public safety agencies in Wake County that we’re going to build a new CAD system. Do you want to play? We’ll buy the system, but we want user help-your help-in designing it, and managing its operation,” Rukavina recalls.

But the two greatest factors were each agency’s focus on its critical mission, and the willingness of the Raleigh-Wake Communications Center team to take on the challenge of the transition from the legacy system to Premier CAD. In both cases, change was tough. With Motorola’s support in the field, the Communication Center team came through — and even those that initially viewed nearest-unit response as eroding their independence recognized the greater need to put first the safety of the people they serve.

“The public safety agencies here have good people who were willing to sacrifice their individual desires to do what’s better for people of Wake County. In fact, nearest unit response has not only cut countywide response time; it has also driven all the public safety agencies to work more closely with each other. If Premier CAD dispatches another agency into your jurisdiction, you’re going to make sure that that you’re performing at your optimum level,” says Rukavina. “And if you’re the responder going into someone else’s jurisdiction, you’re going to give it your best effort, too.”

Premier CAD was a critical part of the Motorola technology package that Wake County added to its public safety operations. This package was built around an 800 MHz 4.1 SmartZone™ mixed mode voice. The system was designed to expand in accommodation with the existing North Carolina State Highway Patrol (NCSHP) system, significantly improving interoperability between all local, county and state public safety agencies in the county.

“This system represents a massive improvement in emergency radio communications in Wake County,” said Rukavina. “Our fire, EMS and law enforcement agencies were ready to move from outdated VHF/UHF technology that could no longer grow with Wake County. And our partnership with the State Highway Patrol enhanced interoperability and provided additional opportunities for use of new technology.”

Premier CAD system allows call takers and dispatchers to quickly and efficiently handle incident information, thus providing tools that can assist the county in its efforts to help increase responder safety and the potential to save lives. Premier CAD technology is helping Wake County and the City of Raleigh take full advantage of their coordinate-based Environmental Systems Research Institute, Inc. (ESRI) Geographic Information System (GIS) data and prepare them for Phase II Wireless E9-1-1.

“Premier CAD has helped us reduce call-handling and dispatch time — thus decreasing overall response time — and ultimately, telecommunications workload.

JOHN RUKAVINA, WAKE COUNTY DIRECTOR OF PUBLIC SAFETY

Why Premier CAD?

Premier CAD works both for single public safety agencies and multi-agency/multi-jurisdictional call centers requiring effective information sharing and dispatch within wide area networks. This is CAD technology that translates into concrete benefits for public service agencies and the communities they serve:

- **Unified incident management** — Premier CAD streamlines the dispatching process by automating call taking and dispatching functions. Now 9-1-1 Dispatchers can use the same system to initiate and manage incidents and dispatch resources.

- **More flexibility** — Motorola designed this integrated suite of emergency dispatch applications in a highly configurable format. So Premier CAD gives public safety agencies the flexibility to configure business rules and display options to meet their individual needs.

- **More capabilities** — A large number of configuration options mean you can give public safety employees the accurate, detailed data they need to get the job done. These capabilities include incident management, resource management, system status management plans, profiling and location information including hazard data, mapping and Automatic Vehicle Location (AVL).

- **Information sharing** — When a major incident requires a multi-agency response, Premier CAD helps ensure that all agencies are able to work from the same incident data and dispatchers immediately know what resources have been committed.

- **Better protection** — Premier CAD's automated capabilities deliver better information for quicker, more accurate public safety responses. This means more effective community protection and reduced risk to first responders.

- **Greater efficiency** — The enhancements within Premier CAD such as automated routing suggestions help save time when seconds are precious. And integrating Premier CAD with other applications within Motorola's Digital Justice Solution (DJS) portfolio offer further efficiencies that can save time and reduce manual effort. For example, now you can automate activation and deactivation of roll calls and integrate radio systems with Motorola's CENTRACOM Gold Elite Radio Console.

- **Proven technology** — You know that Premier CAD delivers as promised. Not because Motorola says so but because public safety communication centers worldwide say so.

“Premier CAD has significantly impacted for the better the county’s ability to respond quickly and efficiently to large incidents. But just as important, this Motorola technology has improved our ability to respond to smaller daily incidents that require a multiple agency response.”

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Why Motorola?

After sending out its RFP for a CAD system, Wake County received nine responses. The county used forced response analysis to identify the factors that were most important in the new system and how the bidders responded to those needs.

“Motorola’s Premier CAD came out on top. The technology was what we needed and Motorola clearly understands the needs of public safety agencies. The fundamental performance of Premier CAD is meeting our needs. The system is doing well and will get better because Premier CAD allows us, with Motorola’s continued support, to adapt the technology to our specific needs.”



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