



NG911- Cass County, Indiana

Business Situation

Answering 911 and dispatching emergency response for all of Cass County and the City of Logansport

Solution

Cass County Dispatch Center moves toward NG911 with INdigital Telecom's BAS-EC PSAP solution

Key Benefits NG911

Capabilities

- Instant Messaging
- Text
- Video
- Picture

Cost reductions

- Circuit
- Database
- Service



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Business Situation

Cass County Dispatch center and Logansport Police Department are involved in emergency response countywide, answering 911 calls and dispatching emergency response for Cass County and the City of Logansport. Dispatchers need to be linked to sophisticated state and national databases, themselves vastly more comprehensive than a decade ago. Emergency 911 call technology has advanced from basic call routing to enhanced 911, and is moving quickly toward NG911 (Next Generation 911) standards, which provide far more information to dispatchers. For dispatchers who have access to this new technology, their performance has steadily increased in effectiveness and efficiency.

The ability to receive data and voice from IP (Internet Protocol) originated sources was still missing. This situation drove Cass County Officials to move to a "hosted" 911 platform offering NG911 service for the entire county. In doing so, the opportunity to consolidate two e911 centers was also created.

Cass County is the first 9-1-1 center (Public Safety Answering Point, or PSAP) to consolidate under house Bill 1204 passed by the 2008 general assembly

The Communications System

In 2007 the Governing Board was formed consisting of an Independent Chairman, a County Commissioner, a County Councilman, the Sheriff, Mayor, Chief of Police, and a representative of the Advisory Board.

Next Generation 9-1-1 Call center dispatchers must continually balance multiple tasks. Their "normal" duties are answering 911 calls, dispatching appropriate responders, providing critical information to the responders and maintaining a calming presence with callers.

On top of this, dispatchers must also answer business phone lines and field non-911 calls, and provide general information to all who need it.

"If dispatchers can quickly complete important non-critical communication tasks, they will be able to more quickly return to answering 911 calls,"

Forrer reports, "and INdigital has provided us the tools to do just that."

The challenge with adopting any new technology is; how soon will people adapt to the new way of doing their jobs?

Forrer reports that INdigital has fulfilled her expectations. INdigital's NG911 solutions make it easy for new users to begin using the system, even under the daily stress of staffing a call center. Forrer sees higher priorities that can be met due to the implementation of INdigital's Network Solution. She explains that there are no "extra" requirements of the old system. It is integrated with all of our existing tools. "Our Dispatch Center is a 'Map Centric' center. That is we don't need another computer to make or place calls and our ANI/ALI information is populated directly into our Map