PARK COUNTY

PROBLEM

Park County, Colorado, is an outdoor lover's paradise. While about 17,000 people call the county home, over two million more visitors come annually for the recreation. In addition to seasonal spikes, responders must cover about the same distance as the state of Delaware. They are further challenged by mountains that block radio and cell signals.

Until 2009, the PSAP used a 911 system that had been in place for years. The outdated system became increasingly unreliable and took valuable time, budget, and focus away from call taking. More critically, it lacked any reporting capabilities, requiring the staff to generate required documentation manually.

"We need numbers to justify staffing, facilities, and our infrastructure," said Lydia Alvarado, Communications Director, Park County. "Before, we printed out a year's worth of calls for service and counted them one by one. It took up to a week to go through at least twice a year."

SOLUTION: 911 ENTERPRISE (FORMERLY INFORM 911) FASTER CALL LOCATION AND REPORTING

With reliability top-of-mind, a team of stakeholders from various county departments compared 911 systems. After presentations from three, Park County chose 911 Enterprise from TriTech Software Systems to replace the incumbent system.

Enhanced 911 features put the software at the top of the list. In particular, the county can set up rebids specifically for its needs. CAD Enterprise provides built-in, configurable reporting to collect a broad range of metrics and allow the team to create reports in minutes. With detailed statistics, the PSAP would more easily demonstrate the need for staffing and infrastructure.
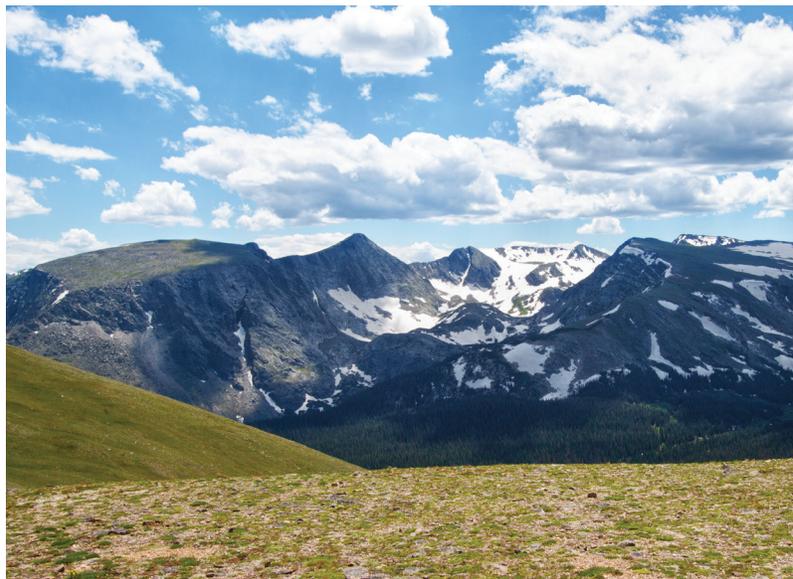
Vital Statistics

Area Served	2,200 sq. miles
Population	17,000
Annual Call Volume	62,000

Products
911 Enterprise (formerly Inform 911)

EASE OF USE = QUICKER RAMP-UP

Prior to installation, TriTech personnel setup and tested the solution in its offices first, allowing the team to test the system before installation. TriTech personnel then collaborated closely with Park County to take down the old system and implement the new – with no PSAP downtime. The team's calm, experienced approach kept the project on time and nerves in check during the month of August, one of the busiest months of the year for the county.

Additionally, TriTech trained the county's call takers to ensure they were comfortable with, and expedient in, processing calls. The system's ease of use kept the focus on practicing and testing, rather than trying to learn the technology.

"Time is not just money. Time is also safety," Alvarado said. "Inform 911 is incredibly user friendly and call takers caught on very quickly."

The team also records and documents all incoming calls, giving them an accurate account to replay as needed.

METRICS IN MINUTES

Through the Inform 911 reporting module, Alvarado was able to pull the metrics she needs at any time. With reports on call volumes, she can determine the busiest times, days, and months of the year, and schedule staff accordingly. She can also identify training issues if certain call takers process calls slower than others.

But most critically, reporting enables her to document the accurate, overall volume of calls and response times – the data the PSAP needs to justify more staff or infrastructure upgrades. With only a few clicks, Alvarado can print reports or attractive graphs for county officials on a historical or real-time level.

"Recently the county asked for a report. It would have been extremely cumbersome to provide that information before. This time, I merely printed it in Inform 911 and I had a detailed report in minutes."

Such reporting actually helped Alvarado's team apply for – and receive – funds from a county 911 surcharge to support the operation. Specifically, it will help fund a new building to house the PSAP. "I would not have been able to provide that factual information if not for Inform 911," said Alvarado.