

## ST. CHARLES COUNTY

### ABOUT ST. CHARLES COUNTY

St. Charles County is one of the fastest growing counties in Missouri, and the state's third largest county in both population and economic share. The County's intentional and innovative investment in citizen services has consistently ranked the area as one of the healthiest places to live in Missouri (ref: Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute). With a population of 385,840, St Charles County is home to large employers including General Motors, Citi, MasterCard Worldwide and Boeing. It is ranked among the top 25 counties in the nation in high-tech job growth by the Progressive Policy Institute and consistently has the lowest unemployment rate in the Metropolitan St. Louis area.

### PROBLEM

When a 911 emergency call comes in, every second can mean the difference between life or death, a total loss of property or saving irreplaceable belongings. Today's emergency communication centers are faced with multiple challenges as urban population continues to grow and new technology modifies the way citizen communicate. Cell phone calls to 911 now comprise more than 90% of the total call volume nationwide. In addition to the need for technology to adapt to new communication patterns, it must also be able to manage high call volumes in large municipalities with flexible configuration manages multiple response plans across the various agencies and disciplines served, as well as keep responders in the field connected with immediate information and insight into all of the incident details and responding agencies.

### SOLUTION

The St. Charles County Emergency Communications Department keenly understands the importance of time when responding to a critical situation and relies on CentralSquare's CAD Enterprise (formerly Inform Cad) to



### Quick Facts

- One of the six dispatching centers and 911 answering points located in the county, covering 592 square miles, and more than 386,000 citizens
- 38 full-time dispatchers supported by an administrative staff of 10 employees
- Processes approximately 50,000 fire/EMS calls and approximately 90,000 law enforcement-related calls per year

### Products

CAD Enterprise, (formerly Inform CAD, Mobile Enterprise (formerly Inform Mobile), Records Enterprise (formerly Inform Records)

meet the evolving challenges that technology advancements continue to bring. Because CAD Enterprise consistently advances its system with the latest innovative capabilities, agencies are equipped to stay ahead of the technology wave, rather than trying to catch up.

### MULTIPLE AGENCIES AND JURISDICTIONS

The St. Charles County Emergency Communications Department is a county government organization that dispatches across jurisdictions, including 11 fire departments, one ambulance service, one police department, the St. Charles County Park Rangers, and the St. Charles County Sheriff. In all, the Department is responsible for emergency communications that protect more than 386,000 citizens.



As the County continues to grow, the highly configurable and interoperable CAD Enterprise system gives the Emergency Communication Department the flexibility they need to support a wide range of emergency response plans across the fire, police, EMS, sheriff, and park ranger agencies that they dispatch for. A key attribute of the system is the ability to assign the closest unit to the scene of an incident—even crossing jurisdictions when the situation is critical. “We’ve created very dynamic response plans,” said Bob Watts, former Director of St. Charles County Dispatch. “As a result, we can always assign the closest unit as the first priority. All our districts are on board—we all live by this rule.”

With lives and property on the line, CAD Enterprise captures data throughout each call, providing a comprehensive account of the situation with integrated mapping to support quick dispatch decisions. It is a flexible solution, enabling coordinated emergency response among multiple agencies across multiple jurisdictions on a single system. St. Charles County Emergency Communications also uses CentralSquare’s Mobile Enterprise, a wireless application installed in every front-line fire and EMS vehicle. It allows the Department to extend the capabilities of CAD to field personnel, providing them with instant access to real-time incident information.

“We can have 120 mobile units available for assignment at any one time and need to know their exact locations so we can identify the one closest to the emergency,” explains Watts. “We operate in a very dynamic environment, which means it’s critically important for us to keep our CAD software running around the clock.

With CAD Enterprise’s Unit Swap, if another unit becomes available that is closer to the incident than the one originally assigned to the call, the dispatcher can automatically swap to the closer unit, saving precious time to send help faster. “We use CAD Enterprise as the judge and jury to determine if a unit becomes closer, even if it’s only by one second,” said Watts. “That can often make a big difference in having a successful outcome.”

## BUSINESS IMPACT

The true test of any technology is how well it improves the effectiveness of the organization. In the case of St. Charles County Emergency Communications, the impact is most accurately measured in the number of lives saved.

Watts comments, “We use CAD Enterprise and Mobile to dynamically adapt as changes occur, and to fine tune our own processes and operations to make sure that we always have the right response, that we’re getting there faster to the benefit of our citizens.”

“We handle approximately 50,000 fire/EMS calls and approximately 90,000 law enforcement-related calls per year. and provide a tremendous amount of information to the field responders on every one,” he adds. “It takes a very strong and stable system, not only to produce that data, but also to make sure it’s available without fail. The responders just want to know that every time they step into their vehicles, they’ll have the correct information, the most direct routing, and all the details they need to handle the incident—whether it’s a heart attack or a house fire. That’s what CAD and Mobile does for us. There is no doubt in my mind that this technology has helped us save lives.”