# SAGINAW COUNTY 9-1-1 A HISTORY SPENT PREPARING FOR THE FUTURE

PREMIERONE™
SMART PUBLIC SAFETY SOLUTIONS

CUSTOMER PROFILE

200,000
Residents

STAFF OF 38
Dispatchers supervisors and administrative staff

350,000
Calls handled in 2014

SINCE 1993
Motorola Solutions customer

From the moment a 9-1-1 call is received, every second counts. And for over twenty years Saginaw County has relied on Motorola Solutions for the equipment they need to improve response times, efficiently allocate resources and provide critical information where and when it's needed.

Located near the center of Michigan's lower peninsula, approximately 100 miles northwest of Detroit, Saginaw County covers 825 square miles. It's the state's eighth largest county and home to approximately 200,000 people.

"I sleep well at night knowing that the people of Saginaw County are safe," explains Tom McIntyre, Executive Director, Saginaw 9-1-1 Authority. "It's important to me that they know there's help out

there for them; that we have a center that's ready to respond 24/7, 365 days a year."

Saginaw County first upgraded to Motorola Solutions' Computer Aided Dispatch system (CAD) in 2000 to replace an antiquated card-based system. And in 2004 they installed Mobile Data Computers (MDC) in cars to improve delivery of real-time information so those in the field could make better, faster decisions. There was some initial resistance to the technology. "If you want me, you better call me" an officer once said.

Today, the most recent upgrade to PremierOne CAD and the 2011 upgrade to PremierOne Records are such a vital communication link that it has made going into the field without a computer-equipped vehicle almost inconceivable.

PREMIERONE SOLUTION

- PremierOne CAD
- PremierOne Mobile
- PremierOne Records
- PremierOne Jail

PREMIERONE BENEFITS

- Fast and accurate distribution of situational information
- Improved first responder safety
- More effective allocation of resources
- Greater operational efficiency

THE COMMUNITY

Saginaw County is situated in the center of the lower peninsula of Michigan. It occupies 825 square miles and has a wide array of communities that range from sparsely populated towns and suburbs, to the tourist town of Frankenmuth and urban areas like the City of Saginaw that have been hit hard by the declines in the auto industry.

As Director Tom McIntyre explains, "About 200,000 people live in Saginaw County, so we're a very busy [9-1-1] center. Over 350,000 calls come into our center each year, that's about 1,000 calls a day. We consider ourselves to be one of the busier centers, certainly in the State of Michigan. We have six or seven dispatchers at a time, getting in the calls and getting the information out to police, fire or EMS."

"PROTECTING THE PEOPLE…THAT'S WHAT IT'S ALL ABOUT."

60% Calls for 17 different police departments represent over **OF THE CALL VOLUME AT SAGINAW COUNTY 9-1-1 CENTER**

10% OF CALLS WERE FOR 22 FIRE DEPARTMENTS

15% OF CALLS FROM EMERGENCY MEDICAL SERVICES AND THE BALANCE WERE GENERAL INQUIRIES

THE PAST: SAGINAW'S RELATIONSHIP - FROM CARDS TO CAD

"We first started working with Motorola in 1993," says McIntyre, "when we were upgrading from our old VHF radios to 800 MHz." At the time the county 9-1-1 dispatchers were using a card-based system to track their incoming calls. "An operator would take a call, write down the information in longhand, pin the location on a map and walk it over to the dispatcher. It wouldn't be unusual to see stacks of 70-75 cards beside a dispatcher. The process would take 2-3 minutes, maybe longer before a car or a fire department could be dispatched. In a life-threatening situation, that time could be critical."

In 2000 the county installed its first Motorola CAD system that eliminated the card-based system, Mobile Data Computers (MDC) were added to cars in 2005 and since then the county has continually upgraded and enhanced the system including an upgrade to the next generation of emergency response systems in 2013, the PremierOne CAD. Looking back , Tom laughs, "We went from cards to CAD to now we're practically paperless. We've even eliminated traffic ticket books!"

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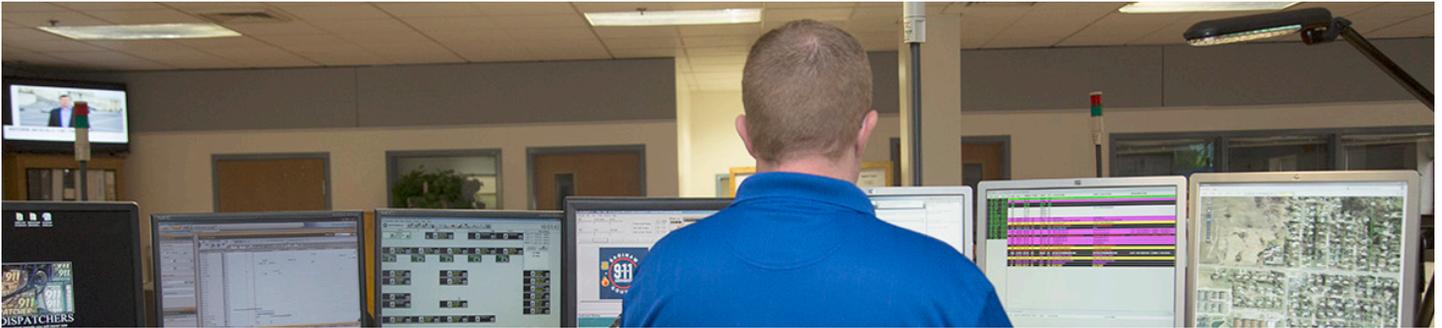
THE PRESENT: A DYNAMIC, EVOLVING SOLUTION

The PremierOne™ CAD delivers the advanced communication and detailed information that are critically needed to protect residents and the safety of police, fire and EMS.

TAILORED TO SPECIFIC NEEDS

Scalable architecture supports growth and shifting pubic safety needs. Functionality can be tailored at each agency level. Intuitive user-centric interfaces can readily adapt to address unique and specific needs.

INFORMATION SHARING

Assures that consistent and uniform information can be easily shared with other PremierOne and third-party applications — inside and outside of Saginaw County. This unified platform brings together mapping, records information, video security, rich-media content and advanced land mobile radio communications leading to faster, informed decisions and better outcomes.

DATA TIED TO LOCATION

First responders get detailed directions, critical information, fire hydrants, hazardous materials, building diagrams, history of incidents tied to an address and other information vital to a safe and successful incident resolutions.

INCIDENT SUPPORT

The system provides rapid access to valuable information, and enhanced incident recall through "work assist" feature. It uses wildcard and partial search capabilities to find relevant details to pass along to field personnel.

REAL-TIME LOCATION

(AVL) enables dispatchers to see in-the-field vehicles in real time so they can direct them to incident locations, as well as establishing precise vehicle locations to assure they're safe. The CAD system is so important that Saginaw County won't allow a vehicle in the field without functioning AVL.

DEFINED INCIDENT PARAMETERS

Geo-fencing enables dispatch to alert police, fire and EMS that they are entering an area where a potentially dangerous suspect may be located.

![MOTOROLA SOLUTIONS]
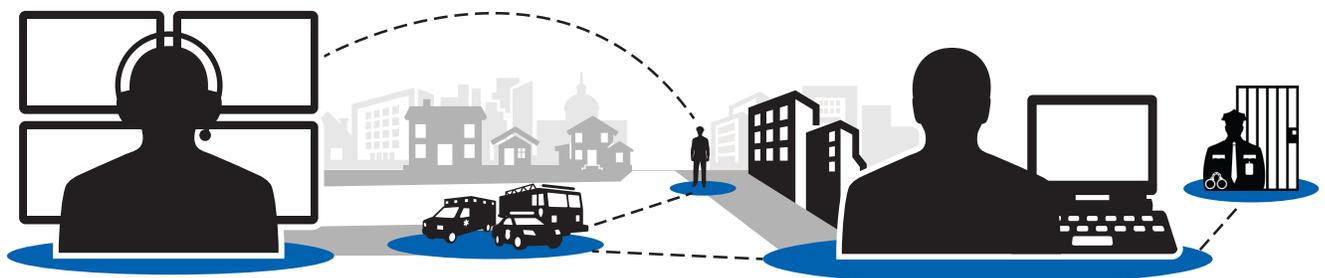
RELIABLE INFORMATION
SAVES TIME AND LIVES

Donald Pussehl, Chief, Saginaw Township Police Department tells the story, "I remember driving to an incident when I was just a young patrol-man, about 21 years of age on the midnight shift. You're going as quickly as you can, in the middle of the night, lights and siren. The one thing I remember very distinctly is, not only me, but every officer, two, three, four, five times having to ask, 'What was that address, again, central? What was that address again? Could you tell me that address?' That ties up air space. You want that air to stay silent so responders on the scene can call for help if needed.

Now the information is on our computer screen. We have maps, we have crossroads, it's near this intersection. I can guarantee you CAD has saved a life, either the life of a citizen or the life of an officer. We're able to keep the air free for those on site to use in an emergency."

> **"WE USED TO HAVE TO RELY ON A DISPATCHER'S MEMORY FOR A HAZARDOUS CONDITION OR A HAZARDOUS AREA. IF THE DISPATCHER FORGOT ABOUT A CONDITION OR WASN'T AWARE OF THE AREA THEN THE RESPONDING OFFICER DIDN'T HAVE THE SITUATIONAL AWARENESS EITHER. NOW WE HAVE PREMISE HAZARDS AND INSTANT RECALL WITH THE ABILITY TO LOOK UP PREVIOUS CALLS AND HISTORY TO BETTER ARM THE FIRST RESPONDER BEFORE ARRIVING AT THE SITUATION."**
>
> **Don Hess,** Dispatch Supervisor

ACCESS INFORMATION IN THE FIELD FOR
BETTER RESPONSE AND RESOLUTION

"It's interesting when you talk to police officers about how things have changed over the years," says McIntyre. **"The mere fact that you can take a driver's license and run the strip through the computer and get critical information. Or run plates before getting out the car to see if insurance is current, who is the registered owner, or if there are any outstanding warrants."**

McIntyre goes on, "Fire departments are feeding more and more information into the system so that they have precise premise details. You hate to think about this but we've been working very closely with our emergency services to ensure we're ready for a crisis at a school or another public place. We're uploading the layouts and the diagrams of schools.

> **"WITH DETAILED INFORMATION IN THE CAD SYSTEM, EMERGENCY PERSONNEL CAN KNOW WHERE THE 'E, WING' IS, FOR EXAMPLE, AND RESPOND DIRECTLY."**

HEIGHTENED SITUATIONAL AWARNESS

Fast, effective and appropriate response to an unfolding situation is dependent upon the seamless distribution of timely information.

To ensure responders are equipped with the best possible information, PremierOne can make photographs, video and other multimedia files easy to distribute and access. Likewise, automatic searching for vehicles, persons and incidents makes possible an informed, timely and appropriate response.

For example when a high-priority call comes into the Saginaw County 9-1-1 Communications Center, the dispatcher can simply press a button to have the address automatically inserted into the system. Then with only a few more keystrokes the dispatcher can direct PremierOne to send incident details, stored premise specifics and any available history to officers in the field and other relevant departments. **Within seconds, first responders can be notified, equipped with information and on their way.**

Video and photographs can be shared instantaneously. McIntyre goes on to explain, **when an AMBER (America's Missing Broadcast Emergency Response) Alert comes through, a photo of the child can be simply attached to a case file and immediately sent to field officers.** Before that, it was necessary to get a hard copy of the missing child's photo, take it to a nearby copy store and distribute it to officers in the field. What once took hours, maybe days, can be accomplished in seconds.

This ability to distribute photographs instantly in the field helps to identify potential criminals as well. In Saginaw County a detainee had provided false identification to avoid arrest. When he saw his picture appear on the MDC screen in the car, he knew it was time to start telling the truth.

MOTOROLA *SOLUTIONS*

THE FUTURE: THE SEAMLESS FLOW OF DATA TO AND FROM THE FIELD

Saginaw County is a forward looking county, that knows an investment in public safety pays dividends in the long run, leading to a safer, thriving community.

They credit Motorola Solutions with their ability to stay in the forefront of technology. Since first establishing a relationship, police, fire and EMS departments have pushed for Motorola Solutions technology knowing that lives – and maybe even their own lives – depend on their command center and communication system.

> **"IF WE HAD A CAR THAT WASN'T RESPONDING OR WE HADN'T HEARD FROM IN A WHILE FOR WHATEVER REASON, WE NEED TO SEND ANOTHER CAR OUT TO LOOK FOR THEM. NOW WE CAN SEE WHERE THEY'RE AT WITH JUST A GLANCE."**
>
> **Don Hess,** Dispatch Supervisor

McIntyre marvels, "Everything we do relies on Motorola Solutions. It's not just keeping up with changing technology, it's making sure that we do it right. That's where Motorola Solutions comes in. They want to make sure we do it right."

Saginaw 9-1-1 anticipates that the future holds at least **three significant advancements that will help to "close the communication loop."**

First, is the increasing use of dashboard and body cameras with these video streams being directed back to dispatch centers. Instead of sending first responders off to an incident and hoping for the best, these men and women will literally have someone perched on their shoulder to dispatch backup immediately if needed.

Second, is superior records management. Whereas once the call cards were kept for a couple months before they were destroyed, Saginaw County envisions the day when every bit of information about an incident – data, voice, video and text – is tied together and is easy to access.

Third, is the ever-growing wealth of information and data that is being added to the system. It is anticipated that the detail that can be accessed through PremierOne CAD will only grow to be richer and deeper, making it ever safer and faster for first responders to protect the residents of Saginaw County.

TRANSFORM THE WAY YOU RESPOND AND CONNECT UNLOCKING THE FULL POTENTIAL OF AGENCIES WITH SMART PUBLIC SAFETY SOLUTIONS

To learn how PremierOne Smart Public Safety Solutions can help increase information access, accuracy and sharing, contact Motorola Solutions representative or visit: motorolasolutions.com/icc