



# BERNALILLO COUNTY DISPATCH SERVICES: EMBRACING CHANGE TO SAVE LIVES

ENABLING OUR FIRST, FIRST RESPONDERS WITH THE POWER OF INFORMATION AND EFFICIENCY



## CUSTOMER PROFILE

**Bernalillo County,  
New Mexico**

### 9-1-1 Dispatch Services

- Serves over 600,000 residents
- Has a staff of 40 call takers, dispatchers and support personnel
- Covers over 1,100 square miles

### Key PremierOne CAD and Mobile Benefits

- Fast, accurate distribution of situational information
- Minimal data reentry
- Simplified workflows
- Increased situational awareness for first responders
- More effective allocation of resources
- Greater operational efficiency

9-1-1 call takers and dispatchers are truly the first first responders. As Tomás, a 25-year veteran dispatcher of the Bernalillo County, New Mexico emergency communications center explains, “We are the vital first link to the emergency response system. We get the calls, we assess the need and we send the help that is needed: police, fire or EMS.” And central to the ability of Tomás and his fellow dispatchers in Bernalillo County to get the right information to the right responder is the Motorola PremierOne™ CAD system.

Bernalillo County 9-1-1 Communication Director, Tina Tomlin explains, “The new system has made our job so much easier because the information is reliable, detailed and easily distributed. Everyone is more informed and situations can be quickly addressed.” But when asked what she wants people to understand about her role as

Communication Director, Tina Tomlin points proudly to her team. “These are the people who look beyond themselves, who see the big picture and do what it takes to keep the county’s first responders and community safe.”

Located near the center of the state, Bernalillo County includes New Mexico’s largest city, Albuquerque. The county covers over 1,100 square miles and is home to over 600,000 people. It is a popular tourist destination with visitors from all over the country. They tour the sites where their favorite TV shows are filmed in Albuquerque, head north to Taos for skiing or visit Santa Fe for the culture and art.

**Technology is continuously evolving. As an elected official we want to make sure that we are on top of what needs to change so that we’re not finding ourselves behind the eight ball.**

Art DeLaCruz, Bernalillo County Commissioner

## ON THE FRONT LINE

The chair of the Bernalillo County Commission, Maggie Hart Stebbins, believes that their communications system is the cornerstone of their entire public safety system. “When we talk about our first responders, the men and women in our emergency communications system, they are the first, first responders.”

“They’re the ones who take the calls when someone is in crisis,” says Stebbins. “They’re the ones who relay the information to our public safety responders, our sheriff’s department, our fire department and our emergency management department. Within 90 seconds, call takers and dispatchers get information correct and get the process started with the exact right details. This is where it all starts.”

Director Tina Tomlin adds, “You need to be ready for the most vulnerable of conversations when people are in crisis. You need to be ready for anything. That, to me, is one of the key components of being a successful dispatcher. You need to be always ready for that next call, because you never know what it’s going to be.

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## PREPARING FOR THE UNPREDICTABLE

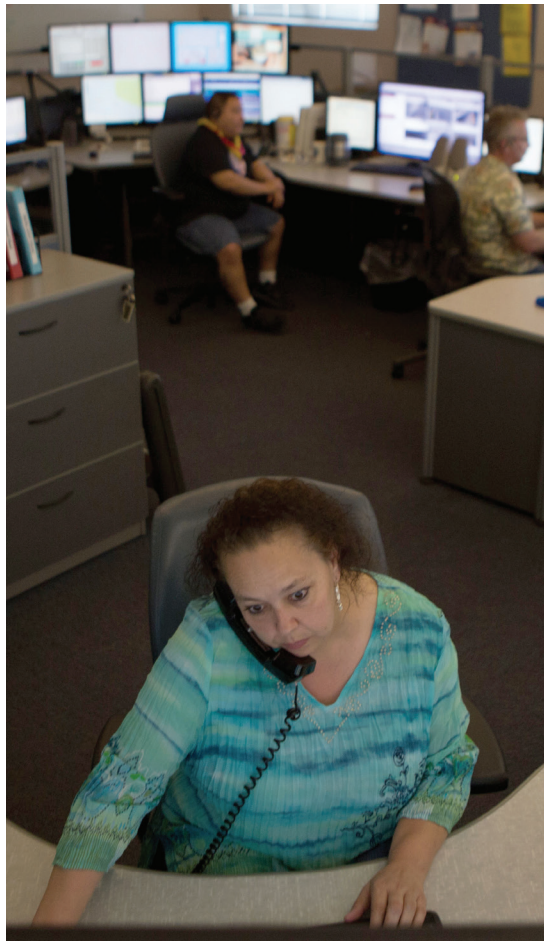
The call takers and dispatchers receive regular, on-going training to keep them up to the minute with the latest policies, procedures and technology as well as basic phone and customer service skills.

When someone calls 9-1-1, they want the call taker to provide the fastest response possible. A delay can mean the difference between life and death. Likewise, they want the person taking their call to be professional, knowledgeable, responsible and calm. This regular training helps to keep the 9-1-1 staff at their best.

“One day every month we bring everyone together, all the shifts, to talk about changes and to keep people fresh, interested and engaged,” says Tomlin.

## TECHNOLOGY IS KEY

Tomlin finds that the key to job satisfaction with her staff members is regular training for essential skills, plus equipping with latest technology like PremierOne CAD. The technology helps to build strong relationships between dispatchers and the sheriff’s deputies, firefighters and EMS personnel. When a call comes in, dispatchers and first responders work as a team to provide citizens with fast response times, and ultimately, a safer community.



**When I think about 9-1-1, I see  
residents, citizens, people in need.  
Someone’s life is either going to be  
made better or worse by the work  
of the wonderful people who staff  
our 9-1-1 communications center.**

Art DeLaCruz, Bernalillo County Commissioner

## TRAINING IS VITAL

Stebbins stresses the critical need for training, “I think the men and women who serve the community here at the 9-1-1 center encounter people who are understandably at their worst. It’s a difficult job. Callers are stressed, they are hurt, they’re scared. A calm, confident voice is the first step to providing help. Without the good work that’s done here, I don’t believe our sheriff’s department could do its job as well, nor our fire or EMS. It all starts here.”



## A RELATIONSHIP FOR SUCCESS

Deputy County Manager Tom Swisstack reflects on the value of Bernalillo County’s relationship with Motorola. “You know, it’s kind of interesting. When you have a public/private partnership like we do with Motorola, over time we learn what Motorola needs to know about us to do a good job. Likewise we have discovered that Motorola has amassed invaluable knowledge and understanding of our operation and challenges. They can now anticipate needs and complications and propose solutions that save time and money. This relationship has been integral to our success.”

“We understand what we need from each other; we both understand we’re in the business of serving the public and using technology to help save lives. But the most unique thing about this partnership is that we have stuck together and worked through challenges to develop a phenomenal system right here in Bernalillo County.”



## TECH TO PROTECT

PremierOne CAD enables Bernalillo County to do more with their labor force, and improves situational awareness in the field. This leads to greater protection for residents and increased safety for responding police, fire and EMS. Swisstack says, “I look at the 9-1-1 dispatchers as the eyes and ears who set the stage for our fire or sheriff’s department before they arrive on the scene. This new technology helps them be more accurate and better able to disperse information to the people who will be arriving on the scene...and saving lives.”

When a call comes in, the system automatically verifies the address. The mapping application enables a dispatcher to pull up a visual of the location and available resources. As the 9-1-1 operator takes information from the caller, it is automatically entered into the CAD system and streamed to first responders in the field.

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Tom Swisstack, Bernalillo Deputy County Manager

## CASE STUDY

### BERNALILLO COUNTY

Greg Perez, Deputy Chief of Administration, Bernalillo County Fire Department says, "Since moving to PremierOne CAD we have a much greater ability to do things that address the needs of the department. This new technology is more accurate and helps dispense more information to the people who will be arriving on the scene and hopefully, in many cases, saving lives."

Sheriff Manuel Gonzales of the Bernalillo County Sheriff's Department agrees, "PremierOne CAD is the link between citizens and law enforcement. It provides us with information that is critical for people to get the services they need in emergency situations."



## DYNAMIC PROVISIONING

PremierOne CAD interfaces can be provisioned to dispatcher needs and makes it possible for dispatchers to communicate directly with those on the scene. And this information can be targeted so it is no longer necessary to send everything to everyone. With the PremierOne Mobile CAD application in an officer's vehicle, for example, a two-way data flow is enabled so information can be streamed back to the dispatcher.

Everyone is informed, everyone is up to the minute, resources can be allocated efficiently and residents enjoy greater community safety than ever before.

The Bernalillo County Fire Department believes that easy and flexible provisioning is what makes this CAD such a state-of-the-art tool. As Lieutenant Ezekiel Padilla explains, "With the provisioning I can do, I am able to manipulate the FSA (Fire Station Alerting) systems and the CAD simultaneously with just the click of a button. Because everything is web based, I can work from any computer that's connected to the servers within the PremierOne CAD and the FSA. It makes things very easy to do on the fly."

## A Look to the Future

Sheriff Gonzales would like to build upon the PremierOne CAD functionality to improve interoperability between the state, the Sheriff's Department and the county's communications center. "The goal is to work together as a partner, as one, to collaborate, to ensure that we have the same mission and to ensure we're giving the best services for the citizens of Bernalillo County."

## Being the Best We Can Be

"Just knowing that we have the state-of-the-art CAD system in New Mexico," says Perez, "that's something to hang our hats on. And I would venture to say that we may have one of the most advanced systems in the country."

"This is a big morale booster. It's a great win for all of us to have the technology. It has helped us be the very best we can be...to better serve our community with a lot of great real-time information."

For further information about the PremierOne suite, contact your Motorola sales representative or visit [www.motorolasolutions.com/icc](http://www.motorolasolutions.com/icc)

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