



NASHVILLE ENHANCES SAFETY FOR CITIZENS AND TOURIST THROUGH SMART DISPATCH INTEGRATION

PREMIERONE™ CAD KEEPS MUSIC CITY'S EMERGENCY COMMUNICATIONS CENTER IN TUNE



CUSTOMER PROFILE

Metro Nashville Emergency Communications Center

- Supports Metropolitan Nashville and Davidson County, Tennessee
- Command center for police, fire/emergency medical services (EMS) and Office of Emergency Management (OEM) in the metropolitan area

Nashville delivers a small town experience to visitors on a global scale. The largest city in Tennessee, and one of the biggest cities in the region, Nashville is proud to be known as Music City, drawing tourists from nearby regions and from destinations around the world to hear live music. In 2015, according to the Nashville Convention and Visitors Bureau, more than 13.5 million people visited Nashville¹, with sites like the Ryman Auditorium and a slew of beloved honky tonk café's topping visitors' must-see list.

Part of Nashville's charm is its small-town feel, but the metro area is the largest in the state. "The Nashville Emergency Communications Center is located in Metropolitan Nashville Davidson County, which encompasses 533 square miles," says Michele Donegan, Director of Communications at the Metro Nashville Emergency Communications Center (ECC). With such a wide area to cover geographically, and so many citizens and tourists in the area each day, Nashville needs to take a specialized approach to emergency management.

Behind the scenes, dispatchers at the Metro Nashville ECC answer more than 1.4 million calls each year, according to Donegan. Calls require coordination between all emergency services at stations and locations throughout the metro area.

The dispatch center is a public safety answering point (PSAP) but as the region has grown, it has become a true command center. In 2010, the Metro Nashville ECC became the first to implement PremierOne™ CAD enabling multiple agencies including fire/emergency medical services (EMS) and Office of Emergency Management (OEM) agencies to be serviced by a single dispatch and response center. Located in a building that tourists rarely notice, this comprehensive center houses the people and technology that keep Nashville safe.

PRODUCTS AND APPLICATION INTEGRATION

- PremierOne Computer Aided Dispatch (CAD)
- Premier Mobile Data Computer
- MCC7500 Dispatch Consoles
- Motorola Solutions Radios
- Locution CAD Voice integration with Fire Station Alerting
- Deccan International's LiveMUM intergration



INVESTING IN THE SYSTEM INVESTING IN THE STAFF

Nashville's role as a center for industry, tourism, and entertainment creates a need for a bigger and more comprehensive dispatch system that can assist with a wide variety of calls and situations.

Director Donegan is proud of the way the dispatchers make use of the technology: "Telecommunicators are well trained, well prepared and have leading technology right at their fingertips," she says, adding, "This helps to ensure we provide prompt, efficient and courteous service to our callers."

The system is intuitive, but learning how to use all these features does take some time. Hal Weese, CAD Systems Administrator for Nashville ECC, feels the investment is well worth it. Having an intuitive system helps keep training time effective so that trainers can focus on teaching strategy rather than software.

CUSTOMIZATION SOLVES UNIQUE PROBLEMS

Weese appreciates new enhancements that allow him to make small custom updates that mean a great deal to his dispatchers. For example, being able to include a full list of unit recommendations without a page break – a small override that Weese can easily incorporate – can shave valuable seconds off a dispatcher's time while boosting accuracy.

Larry Stewart, a trainer with the Metro Nashville ECC helped with the implementation. "The feature that benefits my role the most is the panhandles," he says. Panhandles are customizable features that can be programmed to handle specific situations in specific ways.

Making universal changes to the system is easy. "I can make changes on the back end and then all the dispatchers have to do is sync their console and all the changes will appear for them," says Weese. In a busy department like Nashville, this is a time-saver for the IT department, and it means the dispatchers have the advantage of working with the most up-to-date information and features possible.



WORKFLOW INTEGRATION INCREASES COMMUNICATION BETWEEN AGENCIES

There are a number of features that help day-to-day operations. For example, the PremierOne system integrates fully with Motorola Solutions radio systems, which are already in use by the Nashville system. The system also features an interface to Deccan International's LiveMUM software. As new software updates are released, they are transmitted within seconds rather than minutes, allowing real-time guidance for unit moveups.

PremierOne™ CAD allows for workflow interaction between callers, dispatchers and responders. Dispatchers can look up an earlier call through the Instant Recall function, to stitch together information on an event and deliver better intelligence to officers in the field. Dispatchers can also add multiple names to a call and run those names for responders so that they have information about callers and suspects on arrival at the scene.

CUSTOMIZED MAPS

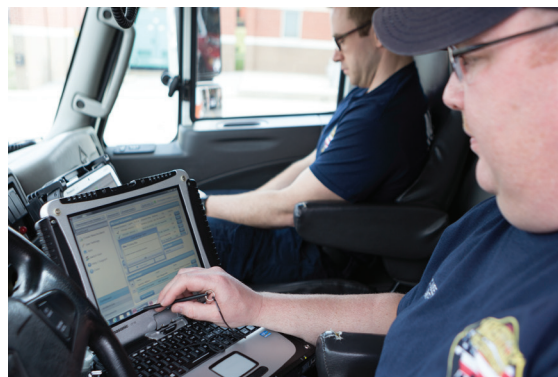
The map feature shows detailed displays of the Metropolitan Nashville areas. "The map is amazing," says Stewart. Dispatchers can zoom in on a picture of a house on a map to get its address. Staff can enter data about each neighborhood in the Metro Nashville area down to the household level, and can even add very specific details about locations as needed. "Whenever first responders are in a large neighborhood where streets are similarly named, which is sometimes the case here in Nashville, we can provide turn-by-turn directions over the radio, watch progress, and get first responders exactly where they need to be," says Stewart.

INTEGRATION WITH LOCUTION

PremierOne's Locution feature allows dispatchers to capture the details of a call and send a single message out as many times as its needed to all of the destinations where it needs to go. This saves time and reduces the opportunity for human error in message transmission.

Fire Chief Lester Kelton notes, "With Locution, you hear the same thing every time," This feature is a big help in a melting pot city like Nashville that hosts people with a wide variety of accents. "Locution sounds the same every time," says Kelton, "so we can understand right away without hesitating and take the action we need to take."

Another great benefit for Kelton's department is the ability to send Locution calls out very specifically. "We often have multiple trucks in a station, and the dispatchers can pinpoint which truck needs to go out and send the message to the specific room where personnel for that truck are sleeping. That way, the call doesn't wake up everyone in the hall."



FEATURES

- Supporting more than 200 concurrent mobile users on an ongoing basis
- Includes nearly 20 interfaces to external systems and a fully replicated disaster recovery backup environment
- Improves response times, efficiently allocates resources and better informs first responders through faster and more comprehensive information gathering
- Highly customizable user interface offers quick access to information via a true location-based, GIS-data map that displays the pinpoint location and identity of mobile units
- Locution alerting distributes a single message multiple times as needed to help dispatchers increase messaging accuracy and reduce time spent on each announcement

THE BENEFITS OF INTEGRATION

Improve response time and outcomes

Dispatchers can efficiently allocate resources and deliver better information to first responders, all from a single interactive screen. For Chief Kelton, the ability to access critical information from anywhere is invaluable. "I have a computer in my car, and if I'm out on a call, the information I need comes over that computer. I get all the pertinent information from the address and the nature of the call, to the communication channels we'll be using and notifications about the other units that are responding." Having fast access to the big picture helps Chief Kelton coordinate and makes it possible for him to better manage each crisis he responds to.

Know where your resources are

Geo-routing provides robust incident and unit management through maps that show unit locations in real time. With this degree of precision, dispatchers have a big-picture view of where units are and can make more informed decisions about resources.

GI Specialist, Todd Almon provides an example of how this helps the Nashville team, "All of our medics and all of our officer vehicles have what's essentially GPS, so they can be tracked on a map by the dispatchers." This feature helps the Nashville team visualize resources at-a-glance across the span of the Metro Nashville area and helps them make faster decisions about where to send resources.



Send Clear Communication

Features like Locution and Maps greatly reduce the margin of error and ensure faster response. As Chief Kelton notes, Locution makes it easy for everyone to hear and understand calls and critical messages so that they can get to where they need to be as quickly as possible. This feature helps Nashville's dispatchers, as well. Since they send a message out once via Locution, dispatchers can maintain a deeper focus on the task at hand, and have the confidence that critical messages are getting out on the right channels as needed.

Map features help dispatchers and first responders, who can collaborate to make sure they're getting to the scene as quickly as possible and navigate the sometimes-tricky streets of the Metro Nashville area with greater speed and accuracy.

Nashville to Further Evolve with NG9-1-1

Nashville is in the planning stages for adding Next Generation 9-1-1 features to enhance dispatch operations. Within the next year, citizens will have the ability to send text messages to dispatch. The technology will also support image and video transfer over the emergency response system, which will present a new set of opportunities to emergency management teams.

Next Generation 9-1-1 also makes it easier for dispatchers to track a cell phone. "Cell phones have a GPS tracker and the phone can show in a map within about 20 to 30 meters of the actual location of the cell phone," notes Todd Almon, GI Specialist for the Metro Nashville ECC.

"When the tourist comes to Nashville they are well protected by our police department, our medical personnel and our fire personnel," says Chief Kelton with confidence. "They're in good hands."

SOURCE:

1. <http://www.visitmusiccity.com/Visitors/presskit/kitstatisticsdemographics>

For further information about the PremierOne suite, contact your Motorola sales representative or visit www.motorolasolutions.com/icc

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