



CALLWORKS CALLSTATION CASE STUDY IDAHO STATE POLICE

EMBRACING EVOLUTION TO NG9-1-1

The roadways of Idaho are well-traveled for many reasons. One is its appeal for hunters and fishermen, as well as adventure seekers ready to enjoy whitewater rafting, hiking and skiing. Another is its access to national parks, trails, monuments and wildlife refuges. Because it borders six U.S. states and Canada, Idaho also serves as a gateway to the Pacific Northwest to its left, Salt Lake City to its south and Yellowstone National Park to its right. A third is its population growth. The U.S. Census Bureau named Idaho one of the fastest growing states for 2017 and 2018. The increasing number of people on the roadways, compounded by a rural backdrop, creates a unique challenge for the Idaho State Police (ISP) whose personnel seek to not only ensure, but enhance public safety for everyone in the area.

The ISP operates two Regional Communications Centers (RCCs) to serve as secondary PSAPs or Emergency Communications Centers (ECCs) to those in Idaho's counties. One RCC is located in the southern part of the state in the city of Meridian and serves 34 counties. The other is north - in the city of Coeur d'Alene - and serves the other 10 counties. Dispatchers in 16 positions manage almost 225,000 calls for service and 56,000 emergency and admin phone calls a year between the two centers. To effectively route calls and dispatch services, ISP RCCs must evolve by providing dispatchers with flexible technology to overcome their particular challenges.

CUSTOMER PROFILE

Idaho State Police
Regional Communications Centers

MOTOROLA SOLUTIONS

CallWorks CallStation
CallWorks AdminiStation
CallWorks DecisionStation
MCC 7500 IP Dispatch Console



THE CHALLENGE:

EVOLVING TO ACHIEVE FLEXIBILITY IN A MOBILE WORLD

The evolution to wireless communications and increasing dependence on cell phones have forever changed the landscape of public safety technology and operations. ECCs and other agencies must now be more flexible in providing the best response. At the ISP RCCs, Emergency Communications Officers (dispatchers) must think on their feet to first ensure that calls transferred to them are where they need to be - or get there fast.

Marc Camin, CAD and GIS Administrator for the ISP, explains, "When we get a 9-1-1 call from one of the counties, they are being purposely transferred because the caller is somewhere on the interstate or highway and going in the opposite direction of the county's jurisdiction. Or, the caller is in a more rural area." Yet, these criteria don't always make it an appropriate call for ISP dispatchers since they primarily dispatch troopers. Still, he says, "We take full responsibility for getting the right agency there for the situation." In doing so, the expansive, and oftentimes, rural coverage area and the need to contact other ECCs fast create challenges for the RCCs - challenges primarily a result of aging technology.

Marc started with the Idaho State Police in 2000, which had no 9-1-1 system at the time. In 2002, the ISP transitioned from page line logs to a CAD system, and like any aging technology, that system came to lack the flexibility to adapt to necessary changes in many areas. One was ease of administration. As an example, Marc says it would take half an hour to reprogram a speed dial, a critical function for dispatchers who often need to quickly transfer calls when response falls out of their jurisdiction. Another area was ease of use. For instance, over time, some of the consoles began to "double dial" numbers.

Likewise, with time came the rise of mobile phone usage, and Marc says that an "overwhelming majority" of the calls its RCCs receive are wireless. The lack of flexibility in 9-1-1 systems to pinpoint exact locations has hindered PSAPs' abilities to provide fast, accurate response. For ISP dispatchers who most often assist callers on the roads and in rural areas, this presented an issue in their ability to dispatch resources and save lives.



THE SOLUTION: CALLWORKS CALLSTATION

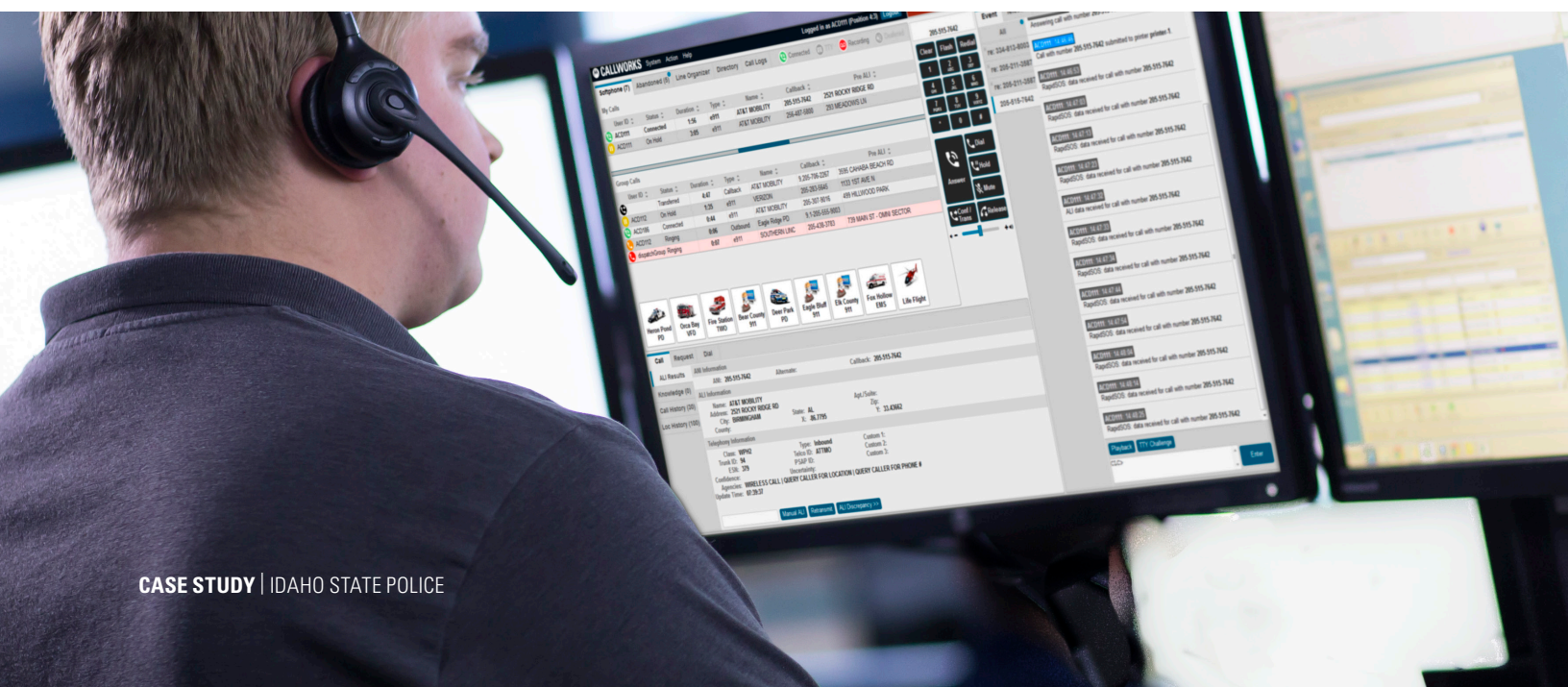
In August 2018, the Idaho State Police Regional Communications Centers went through a “major technology evolution”. In addition to upgrading its Motorola radio consoles and its recording system, the ISP replaced its 40+ year old call handling system with CallWorks CallStation, a Next Generation 9-1-1 (NG9-1-1) call handling system from Motorola Solutions. Marc reports it has met their needs, helping overcome previous challenges and saving valuable time.

“Our team likes the flexibility of CallWorks CallStation,” says Marc. “They can ask me to fix the speed dial button or add something, and I can do it instantly.” Nate Howard, a Senior Dispatcher with the ISP’s RCC in Meridian, confirms an improved speed dial functionality. He cites ease of use as one of his favorite features of CallWorks CallStation. “It’s a lot better since we have pretty much unlimited speed dial in our directory, which makes it more efficient for us.”

Nate, a former firefighter and EMT, who has been dispatching for 12 years, also appreciates CallWorks CallStation’s Map, which he says “helps us navigate to where people are.” He explains, “When a 9-1-1 call is transferred to us, people will tell you they’re close to one city when they’re halfway between that city and another. It helps us to be able to look at the map and see where they really are.”

Motorola Solutions designed CallWorks CallStation with a simple, user-centric workflow approach. Marc highlights a benefit of this design. “When you get the initial 9-1-1 call, it will zoom to the caller’s location. The call plots on the map while the phone is ringing.” This helps dispatchers be ready from the first second.

Marc tells of other features that ISP RCC personnel are enjoying, such as having ANI/ALI information and easier silent monitoring. Yet, he says just being able to adapt is key. “I think the ease of use for the CallWorks CallStation system is basically its ability to morph and change over time. With our old system, there was no enhancing it, no cool features coming out. Now, having a system that can evolve and work seamlessly with our operations and other systems - having that flexibility is everything.”



CALLWORKS CALLSTATION CORE FUNCTIONALITY

- Multi-User, Multi-Agency Capability
- Intelligent Command Line and Right-click Status Management
- Legacy 9-1-1 (CAMA) and Administrative Call Taking
- i3 Next Generation Compliant via SIP Works
- ESInet (NENA Standard i3 Interface)
- Select Third-Party Variations
- Integrated TDD/TTY and IRR
- SMS Handling Capabilities
- NENA-Compliant Workstation
- Easy-to-Use Browser Technology and Graphical User Interface with a Choice of Three Color Schemes
- Integrated VoIP Switch
- Standard Interfaces for Time Sync, Printing, Reports, CAD, IP Recording and RMS Outputs
- Remote VoIP Phone Only Capability with ALI via SIP Station
- Web Portal for Real-time Data Views and Call Detail Reporting
- AdminiStation Data Management Utility
- DecisionStation Dashboard Utility

We build software for mission-critical environments where every second matters. CallWorks CallStation and other applications in our CommandCentral software suite help PSAPs unify data and streamline workflows so you can improve the safety of critical personnel and restore your focus on the communities you serve. Backed by a trusted, 90-year veteran with proven public safety leadership, our CommandCentral suite is transforming the public safety experience with a focus on evolution, not revolution. Let us help you digitally transform your operation.

To learn more about CallWorks CallStation, visit www.motorolasolutions.com/ng911



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