

NORTHWEST CENTRAL DISPATCH SYSTEM



NEXTGEN 9-1-1 RECORDING IN A CONSOLIDATED DISPATCH CENTER

The increasing focus on cost savings has led to the consolidation of many 911 call centers, such as the Northwest Central Dispatch System (NWCDS), the second largest consolidated dispatch center in Illinois. Cindy Barbera-Brelle, long time Executive Director of NWCDS tells us, "In the current economic environment, communities are looking at every possible way to save costs, and consolidating emergency 911 services just makes sense. There is a huge fiscal savings in a cooperative venture that shares capital equipment such as computer aided dispatch (CAD), recorder, 9-1-1 hardware and software, mobile data, and radio systems."

In 2009, NWCDS upgraded their communications infrastructure to an IP-based, NG9-1-1 ready phone system, and decided to replace their aging recorder as well. NWCDS needed a cost-effective recording, incident reconstruction and evaluation system that could support its current needs and be capable of evolving with future NG9-1-1 standards. Barbera-Brelle selected the HigherGround recording solution, noting that "Capture911 is a more intuitive product. The ability for us to do configurations and run several reports on our own without having to involve our IT department is important to us."

HigherGround's open architecture allows PSAPs to upgrade basic systems as new mission critical technologies are mandated or as budgets become available. "We couldn't fit the Screen Capture module into our budget when we initially purchased Capture911, but it was easy to add the feature to our existing system the following fiscal year," says Barbera-Brelle. "We are done shouldering the high cost of fork lift upgrades."

RECORDING MOTOROLA P25

In 2013, the police and fire agencies served by NWCDS made the switch to encrypted P25 radios, joining the Motorola StarCom 21 statewide public safety trunked radio system in Illinois. HigherGround didn't skip a beat. Our technicians worked persistently with Motorola to integrate the Capture911 recorder with the P25 system, developing a customized solution tailored to the NWCDS environment. The transition was seamless — NWCDS didn't lose a single recording.



NORTHWEST CENTRAL DISPATCH SYSTEM

Established in 1972 to serve the communities of northwestern Cook County, NWCDS is the second largest consolidated dispatch center in Illinois.

CONSTITUENTS

486,000

21 POLICE, FIRE, &
EMS DEPARTMENTS

11 COMMUNITIES

CALLS
DISPATCHED
ANNUALLY **246,000**

200 SUBPOENA
REQUESTS
PER MONTH

RECORDING MOTOROLA P25 CONTINUED

The HigherGround integration with Motorola P25 radios ensures that dispatch centers will record every call and every transmission, every time. Many recording vendors rely on clunky, problem-prone hardware integrations to record P25, but HigherGround has developed an active

Motorola lab-tested and validated software-based integration that ensures maximum system uptime. And HigherGround's true IP integration can capture compressed P25 packets without sacrificing audio quality.

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NWCDS has dedicated staff with the sole responsibility of responding to an average of 200 subpoena requests per month. With the HigherGround P25 integration, they can easily and instantly search through archived radio transmissions as well as calls, by officer, dispatcher,

time index, talkgroup or a host of other data fields. The audio from multiple sources can even be played back simultaneously, to better understand incident timelines. NWCDS also uses the Capture911 Stand Alone CD feature, so it's easy to respond to subpoenas and submit critical evidence by simply burning a complete incident reconstruction onto a CD or DVD.

CALL REVIEW PROGRAM

Each of the 21 departments served by NWCDS requires dispatchers to meet their own specific set of quality standards. Barbera-Brelle has worked closely with HigherGround to develop customized scorecards that are built into the Capture911 Quality Assessment feature, so supervisors can ensure their staff consistently meets every one of those standards, recognize dispatchers who consistently perform well, and discover and correct any problems that might develop. The Screen Capture feature provides an added bonus, recording dispatchers' monitors for a firsthand glimpse into every mouse click and keystroke, making it easy to verify department or citizen complaints and determine when training or discipline is in order.

CONCLUSION

With HigherGround, NWCDS was able to develop a tailor-made system that is easy-to-use, satisfies the strictest regulatory standards and provides the best value for their needs. HigherGround also offers an unlimited user access license so there are no hidden additional per-seat charges, increasing the return on investment. “We have a unique mix of needs at NWCDS and the HigherGround system supports them all.”



NWCDS: A Dispatch Center of Excellence!

NWCDS has been awarded accreditation as an EMD Dispatch Center of Excellence — the first center in Illinois and the 139th in the world to earn this distinction.

NWCDS is also the first center in Illinois to partner with the National Center for Missing and Exploited Children.

capture911™

**CRITICAL
COMMUNICATIONS
RECORDING
WITH CONFIDENCE.**

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