



As seen in *Public Safety Communications*
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Coming Together Over Technology

Public safety agencies in Snohomish County, Washington are breaking through traditional political and jurisdictional barriers to reduce costs, share resources, improve communication, and better serve the public. They have embarked on a software and technology upgrade that will bring two 911 Centers and 52 public safety agencies together with more advanced mission-critical tools for police, fire, and EMS throughout the County.

After decades of operating on multiple systems and different Computer Aided Dispatch software solutions, the Snohomish County Police and Auxiliary Service Center (SNOPAC) and the Southwest Snohomish County Communications Agency (SNOCOM) have committed to improve public safety for 650,000 County residents. To replace their aging disparate systems, the agencies have selected New World Systems' full and completely integrated suite of Aegis/MSP® Public Safety Software.

"The growth we have experienced over the past 20 years has merged our two jurisdictions into one suburban area, and the criminal element crosses between our boundaries every day," said Deputy Chief Greg Lineberry of the Everett Police Department, one of the largest agencies in SNOPAC. "We needed a new system that would allow us to gather and share intelligence quickly with all agencies and first responders across all jurisdictions and disciplines in our region."

"The quality of their solutions and the Company's reputation led us to select New World Systems as the top vendor in the market."

*Deputy Chief Karen Manser
Lynnwood P.D. one of the largest agencies in SNOCOM*

Snohomish County, Wash.

- Population: 650,000
- SNOPAC:
12 Police & 24 Fire Jurisdictions
Average more than 520,490 calls for service per year
- SNOCOM:
8 Jurisdictions (Police & Fire)
Average more than 180,000 calls for service per year

Snohomish County, Wash. Agencies Partner to Improve Communication, Efficiency, & Safety with New Technology

Seeking a way to improve efficiency, record keeping and reporting, SNOCOM, later joined by SNOFAC, performed an extensive evaluation of public safety software solutions to address all agencies' individual and combined needs. The agencies required a complete system that would support their large multi-jurisdictional environment, enable the sharing of critical public safety information, and create efficiencies through workflow from fire and police dispatch to patrol and corrections.

Based on their extensive research, the agencies found that New World Systems' Aegis/MSP Computer Aided Dispatch, Law Enforcement Records Management, Fire Records, Mobile Computing, Field-Based Reporting, and Corrections software best met their needs.

"We wanted to avoid having any one discipline manage the process," explained Everett Fire Chief Murray Gordon. "We made sure law enforcement, fire, and EMS from all agencies came together collectively to look for a system that would work for everyone. Dispatchers, Corrections personnel, IT Managers, and GIS Specialists were all involved in our decision making process. When we found New World, we immediately recognized that they were a top-tier partner providing a truly integrated system that would give the most powerful solution to all of the disciplines."

With neighboring North East King County Regional Public Safety Communication Agency (NORCOM) also implementing New World, the opportunity to be on the same system became very appealing to Snohomish County agencies. Additionally, SNOCOM's evaluation team was impressed with New World and its commitment to consistent, customer-driven software development.

"We recognized New World's commitment to continuously reinvesting in their product," said Terry Peterson, IT Manager for SNOCOM. "Instead of having to save money so that every 5 or 10 years we could replace our system, the investment we make now with New World ensures we'll continue to have the most advanced technology available through New World's regular and consistent releases."

New World's completely integrated full suite of software eliminates redundant data entry ensuring that information entered into one application, such as CAD or Mobile, is available throughout the entire system and to all users. Electronic workflow and report approvals will reduce paperwork and save time for each department. And, the robust functionality for law enforcement, fire and EMS will dramatically improve each agency's ability to provide mutual aid responses.

"One of the greatest benefits will be the ability for all of our users to work together, to access the same data and workflow systems," said Lieutenant Steve Dittoe of the Snohomish County Sheriff's Office.

Whether it is faster mutual aid responses or simply the ease of use of the Windows-based software, SNOFAC and SNOCOM officials agree that New World's integrated suite of solutions was the right solution to finally bring the Snohomish County agencies together.

"New World's software will allow us to use our organizations as two campuses for the same purpose," said Tom Howell, Executive Director of SNOFAC. "The citizens who move throughout Snohomish County every day do not stop to think about which dispatch center they reach when they call for help. Our goal is to provide the fastest service when they dial 911, no matter which agency responds to the call. With New World as our partner, now we can"

To learn more about public safety enhancements being made by 911 consortiums across the country visit:

www.newworldsystems.com/public_safety



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