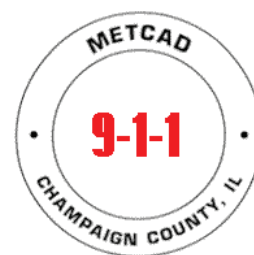# METCAD 9-1-1

Opportunity

Established in June of 1979, METCAD 9-1-1 is the primary Public Safety Answering Point (PSAP) serving Champaign County, Illinois, which has a population of more than 200,000. With a staff of 30 call takers/dispatchers, two supervisors, three technical resources, and three administrators, METCAD 9-1-1 provides direct dispatch service for law enforcement and fire agencies throughout Champaign County, including the University of Illinois campus, which, with its more than 30,000 undergraduates, makes for a unique operating environment because of the call volume associated.

METCAD 9-1-1 faced the challenge of a failing logging recorder that needed immediate attention and replacement to help maintain compliance with a government mandate in Illinois for the recording of 9-1-1 calls and all other emergency and non-emergency lines. On top of this, METCAD 9-1-1 was planning to address evolving standards regarding the responsiveness of emergency services, location tracking, call handling, and call recording, which were placing even greater emphasis and importance on Next-Generation 9-1-1 technologies.

Public safety and security organizations like METCAD 9-1-1 have the need to capture, analyze, and act quickly on large amounts of information from disparate systems and sources. Given its circumstance, most critical to this aim was METCAD 9-1-1's deployment of a quick, efficient solution for call recording, storage, and retrieval, as well as quality monitoring – without impact to the center's around-the-clock operations or service delivery.

"We had a failing logging recorder which needed immediate replacement," says Greg Abbott, Deputy Director at METCAD 9-1-1. "We also needed a higher level of reliability and enhanced support. This led us to look at solutions from Verint® Systems, who we saw as having an innovative solution that could fit into, and better support, our operations."

Solution

METCAD 9-1-1 selected Verint's Media Recorder™ for Public Safety, including Interaction Quality™capabilities, because of its advanced, digital multimedia recording, retrieval, and quality assurance capabilities, which are designed to enhance the performance of PSAPs. Most important was the ability provided by Verint Media Recorder to help METCAD 9-1-1 meet the state mandate for the recording of 9-1-1 calls and all other emergency and non-emergency lines, as well as radio traffic. In addition to reliable audio recording, the solution offered METCAD 9-1-1 a broad range of other functionality to help improve operational performance – from ensuring adherence to policies and procedures to enhancing incident reconstruction and investigation.

Customer
METCAD 9-1-1

Industry
Government

Solutions
Audiolog™ for Public Safety
Audiolog Interaction Quality™

Region
Americas

Location
Champaign County, Illinois

No. of employees
Staff of 30 call takers/dispatchers and two supervisors

Results
- Maintained compliance with state mandate for recording of 9-1-1 calls and all other emergency and non-emergency lines and radio traffic
- Enhanced ability to reconstruct incidents quickly and accurately and provide critical information for investigative purposes
- Improved training and performance of staff

VERINT®

METCAD 9-1-1

" *Using Audiolog Insight Center, we can search for and play recordings – both audio and screens – directly from the desktop, enabling us to more efficiently and accurately reconstruct events.* "

– Greg Abbott, Deputy Director, METCAD 9-1-1

"We chose Verint Media Recorder because it was easy to use and has a number of innovative features, "Abbott notes. "In particular, we were impressed with the product's screen recording capabilities. " METCAD 9-1-1 finds the screen recording functionality extremely beneficial, especially when combined with the solution's ability to enable the recording of audio across digital and analog telephones, trunked and conventional radio systems, telephone lines and trunks, IP phones, and short message service (SMS).

"Using Verint Media Recorder, our supervisors can see how dispatchers handled calls, not just audio, but the screens they are using and the buttons they are pressing," continues Abbott. "This has proven valuable when there is a question about a call. It's also beneficial for investigative purposes and saves considerable time. Using Insight Center™, we can search for and play recordings – both audio and screens – directly from the desktop, enabling us to more efficiently and accurately reconstruct events."

Results

Because of the need for an immediate solution to replace a failing system, and the unique nature of the environment and call volume associated, a quick and successful implementation was imperative. Verint and METCAD 9-1-1 worked closely throughout the deployment to accomplish this, with Audiolog up-and-running in about a month's time, giving the PSAP a reliable solution in a mission-critical environment and the advanced functionality needed to help optimize performance and meet community demands.

"We had a very good implementation experience," says Abbott. "While, like any complex technology project, there were bumps in the road, Verint helped us get past them and had the system up and running in a very quick and aggressive timeframe."

METCAD 9-1-1's direct dispatch center now utilizes Verint Media Recorder on an uninterrupted basis to provide superior service for law enforcement and fire agencies throughout Champaign County. Using the solution's multimedia call and screen recording, as well as powerful and secure storage and retrieval, METCAD 9-1-1 effectively maintained compliance with Illinois' mandate for call recording. Moreover, it has improved its operations in a number of other ways. Most notable is its speed and functionality for reconstructing incidents and aiding in investigations.

"With Verint Media Recorder, we are able to see click-for-click what the operator was doing and pair this with the voice recording, which is invaluable to understanding a chain of events," notes Abbott. "Because of this, we are able to readily retrieve and provide critical information regarding police and fire investigations to the appropriate authorities, as well meet Freedom of Information Act requests."

The ability to retrieve and play back audio and screens, including reviewing multiple interactions simultaneously from a single workstation, has also proven beneficial from a training perspective, as METCAD 9-1-1 can better understand and correct call handling issues and more effectively instill best practices among call takers and dispatchers.

"In our review of audio and screens in relation to certain events, we can more easily identify issues or opportunities to improve processes and performance," Abbott concludes. "We also are looking forward to using Interaction Quality, which will enable us to monitor live interactions and evaluate operator and supervisor performance to further enhance the quality of service we deliver to the citizens of Champaign County."

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