

CASE STUDY: Big Picture and Big Benefits for Broome County



CUSTOMER PROFILE: Emergency Dispatch/911

INDUSTRY: Public Safety Services

LOCATION: Binghamton, New York, USA

BUSINESS NEED: Fast access to recordings and long-term storage of communications

SOLUTION: NICE's solution with Scenario Replay®

RESULTS: Operations have vastly improved including investigations, QA/QI, and dispatcher training

On Scenario Replay



Using Scenario Replay, we can now provide complete scenarios and can communicate more effectively, perform our jobs more safely, and better protect the community in the process.

Brett Chellis, communications supervisor for Broome County,

ABOUT BROOME COUNTY EMERGENCY DISPATCH

"Scenario Replay saves an enormous amount of time and gives us a pretty quick way to search for calls from a particular address or phone number. We're able to process requests twice as fast as before."

Benefiting from this technology is the Broome County Emergency Dispatch/911 Center. The center handles all of the 911 calls for the City of Binghamton, New York and surrounding Broome County, fielding 1400 calls a day for 62 different police, fire and EMS departments. In December of 2004, the center replaced its DAT-based recording system with NICE's solution for more efficient capturing, managing, and replaying emergency communications. The robust solution features a 112 channel recording capability and NICE's unique Scenario Replay, for rapid and simple incident reconstruction and dissemination of information.

THE CHALLENGE

Faster, more thorough investigations

The Broome County 911 center handled over a half-million calls last year alone, with 180,000 of those resulting in incidents where emergency assistance was dispatched. With this high volume of calls, the County needed a solution that would offer improved management of emergency communications through both cost-effective long-term storage and fast access to recordings. With its newly implemented NICE solution, the County is able to store four months of calls online on an array of eight hard drives. At the request of the district attorney, the center also maintains a DVD archive of the previous two years' worth of calls. Using NICE's Scenario Replay, the center can quickly access recordings and reconstruct incidents for investigations.

THE SOLUTION

NICE designed Scenario Replay, a powerful multi-channel search and replay tool for 911 centers, for centers such

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as Broome County. Scenario Replay saves time and improves productivity by providing advanced filters and search criteria for retrieving audio recordings. In addition to time and date and channel numbers, searches can be performed using ANI, ALI, unit IDs, talkgroup IDs, or a host of other data captured. All of the recordings relating to an incident - both phone and radio - can be sequenced and played back in chronological order, exactly as they occurred. Scenario Replay also gets evidence into the hands of the district attorney faster. Now, instead of waiting for a re-recorded tape, the DA can get a .wav file recording of the entire incident at the speed of email.

The solution from NICE doesn't require going back to tape to access calls, and the search capabilities are far more advanced. In fact, the County's NICE solution is even configured to capture ANI/ALI data, giving the center another point of reference when searching for calls. "This gives us a pretty quick way to search for calls from a particular address or phone number," notes Chellis. In some cases, there are even multiple 911 calls that originate from the same incident that come in on either cellular phones or wireline phones. Using Scenario Replay, the County is able to very quickly retrieve and piece together all of this information for a more thorough investigation.

According to Chellis, there are also cases where both the presence and lack of recording during a specific time period can be telling for an investigation. He explains: "There are times where we have to make copies of recordings with the silent period so that the jury can get the reality of the timeline and what was actually occurring." Scenario Replay facilitates this through its replay capabilities which allow spoken time and silent periods to be incorporated into the playback.

Scenario Replay also facilitates getting voice recorded evidence into the hands of the district attorney faster. Using its old system, the County had to rerecord audio onto cassette tapes. Today, it's not uncommon for the center to make .wav file copies of the recordings onto a CD, or even email them to the District Attorney. "We're starting to do this more and more," says Chellis. "It saves on expense and the attorneys like it better because they don't have to physically come here and pick up the tape, or wait for us to send it to them. Now they get the recordings immediately."

An added benefit for the center – because it is easier to copy and distribute recordings – Broome County uses sample recordings not only to coach dispatchers but also to train field personnel. "More and more agencies are requesting in-service training for their police and fire personnel," says Chellis, "and when they do, they're asking for samples of actual calls and incidents. They're finding it very beneficial." Using Scenario Replay, the center can provide complete scenarios that help illustrate to field personnel how they can communicate more effectively, perform their jobs more safely, and better protect the community in the process.

Whether the County is using the Scenario Replay for investigations, quality assurance or training, the bottom line is the same according to Chellis. "It's saving us time and money," he says. And who knows, maybe saving lives in the process as well.

About NICE Systems

NICE Systems (NASDAQ: NICE) is the leading provider of Insight from Interactions™, based on advanced content analytics - of telephony, web, radio and video communications. NICE's solutions improve business and operational performance, as well as security. NICE has over 23,000 customers in 100 countries, including the world's top 10 banks and over 75% of the Fortune 100 companies. More information is available at www.nice.com.