OMNIGO SOFTWARE

COUNTY CONSOLIDATES DISPATCH:
POLICE, FIRE, EMS, & 911 OVER MULTIPLE DISTRICTS SHARE A SINGLE PLATFORM

» CUSTOMER

Franklin County Emergency Management Agency (EMA), Franklin County, Missouri

» CHALLENGE

Coordinate dispatch, communication, and reporting across multiple agencies and districts. The use of several disparate systems resulted in excessive reporting times, inconsistent results, and inadequate data collection.

» SOLUTION

The Omnigo platform integrates data across numerous agencies and districts for a complete 911 dispatch, records management, and reporting solution. The system starts a run card, helps organizers determine a response plan, and provides a unified platform on which all responders can communicate and report.

» RESULTS

By implementing Omnigo software across multiple agencies, Franklin County EMA reduced reporting time by half, improved communications, and simplified creation of response plans. The platform enables effective documentation, tracking, and analysis of historical data, so administrators can run detailed reports and gain actionable insights to continually improve services.

Located adjacent to St. Louis with its northern border defined by the Missouri River, Franklin County spans 930 square miles with a population of approximately 105,000 people. Covering five public ambulance districts, four fire districts, four municipality police departments, and a county sheriff's office, first responders were struggling with three disparate dispatch and reporting systems that did not communicate, requiring separate pieces of equipment to run and doubling the time it took to compile reports. With the Sheriff's Office already utilizing the Omnigo platform, Fire and EMS officials decided to conduct a trial run of the system and make the switch.

The Franklin County 911 department falls under the County Commission and is supported with operational guidance from the Fire/EMS Operations Board and the Law Enforcement Operations Board. Acting as both Director of 911 for the past three years and Director of the Emergency Management Agency for the past 8 years, Abe Cook

Franklin County EMS turned to Omnigo to improve response plans and communication between divisions, enhancing emergency service county-wide.

is on reserve with the county Sheriff's Office as well, due to his background in law enforcement. Perhaps the busiest man in Franklin County, he was the catalyst for integrating all of the systems within a single platform.

"We have a myriad of incidents that require multiple agencies working in tandem to provide the proper response to emergencies," Cook pointed out. "Every season presents a new challenge: tornado season in the spring, fire season in the summer, lightning storms in the fall, and the occasional major winter storm in the winter. All of these emergencies could require a multi-agency response, sometimes with backup from agencies outside the county. We needed to be able to utilize detailed data to accurately predict where to commit our resources. It is our goal to dispatch the appropriate response as rapidly as possible, and Omnigo helps us achieve that."

Housed in four locations called Public Safety Answering Points (PSAPs), four 911 dispatchers per shift (24 in all) field emergency calls. Prior to implementing

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Omnigo 911 Dispatch, the dispatch process required numerous, duplicative steps. First, the dispatcher would create a response plan in one system and then open a run card on another computer utilizing a different system. Next, they would return to the first computer to communicate with specific responders before switching back to the second system to write the report. The dispatcher would then go back to the first to duplicate the report, because responding units from agencies servicing separate districts required access to the same information. However, this process was redundant, labor intensive, and presented inconsistent results.

DRASTICALLY CUTTING REPORT TIMES

Before selecting the Omnigo platform several years ago, Franklin County senior administrators, including Cook, reviewed many similar platforms. During the transition, they used Omnigo as a backup for data and report information. After using the platform, experiencing the depth of its capabilities, and realizing how configurable it was to their needs, they quickly decided to use it as their primary computer-aided dispatch (CAD) system.

"The Omnigo platform provides dispatchers and agency heads with a common tool that enables a broader understanding of overall operations. They can quickly make critical decisions when creating a response plan by integrating information from the phone company's ANI/ALI system with the dispatch map and historical data," Cook pointed out. "Along with the customizable layout of the platform and a seamless user experience, the system provides a consistent interface across agencies. This is important when several parties are seeking information in a stressful and time-sensitive situation."

Franklin County is located in the Midwest, making it susceptible to several types of potentially deadly natural disasters, demanding a rapid and effective response. From tornadoes to widespread brush fires, large- and medium-scale events require flawless communication both internally and externally with outside agencies, as resources arrive to help with response, support, and cleanup. The Omnigo platform enables organizers to proactively plan coordinated responses to these types of situations, ensuring effective management and the safety of the responders and the general public.

"Omnigo has continued to listen and respond to our needs, which sets them apart from our other experiences," Cook concluded. "Choosing a CAD platform can be one of the toughest and most expensive decisions for any public entity with as many working parts as ours. Omnigo fulfills our needs by offering ongoing support with an easily adoptable and user-friendly platform that merges all of our historical data, quickly pulls information from other sources, and provides the power and consistency we need to serve the community rapidly and effectively."

» FRANKLIN COUNTY EMERGENCY MANAGEMENT AGENCY (EMA)

Located near St. Louis, Franklin County EMA services five public ambulance districts, four fire districts, four municipality police departments, and a county sheriff's office. The organization utilizes the Omnigo platform to combine a powerful CAD system with clear communication across districts and agencies, in addition to comprehensive reporting and data collection capabilities.

» OMNIGO SOFTWARE

Omnigo Software is the leading provider of public safety, incident reporting, & security management solutions for law enforcement, education, healthcare, gaming, hospitality, and other enterprises, offering easy-to-use and flexible applications that provide actionable insight for making more informed decisions. Omnigo solutions have helped law enforcement and security professionals increase staff productivity by up to 25%, reduce compliance risk, and show measured improvements in safety and security.

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