



Customer Profile

Public Safety

Website

www.BVCOG.org

Location

Bryan, Texas, USA

Needs

Support text-to-9-1-1 communications to better serve the community. Record and consolidate voice and text based communications in one central solution. Enable multimedia incident reconstruction and reporting. Take steps towards full Next Generation 9-1-1 vision.

NICE Solutions

- NICE Recording of 9-1-1 trunks, AIRBUS VESTA® Positions, AIRBUS VESTA® text-to-9-1-1, analog radio and Cisco VoIP admin phones
- Upgrade in progress - NICE Inform Organizer and Media Player for multimedia incident reconstruction and evidence exports
- NICE Inform Verify Instant Replay

The Impact

- BVCOG has achieved unified, synchronized voice and text communications recording today while equipping themselves to capture and manage future multimedia communications.
- BVCOG can now easily search for, retrieve, export, save and share text conversations and related metadata for investigations, with or without associated voice communications.

“It’s great to have one solution which we can rely on to capture and reproduce everything, regardless of how the calls came in, via 9-1-1 or as SMS texts.”

Anita Pitt
9-1-1 Program Manager
Brazos Valley Council of Governments (BVCOG)

Next Gen 9-1-1 Trailblazer BVCOG Embraces Text-to-9-1-1 Recording and Multimedia Incident Management with NICE Inform

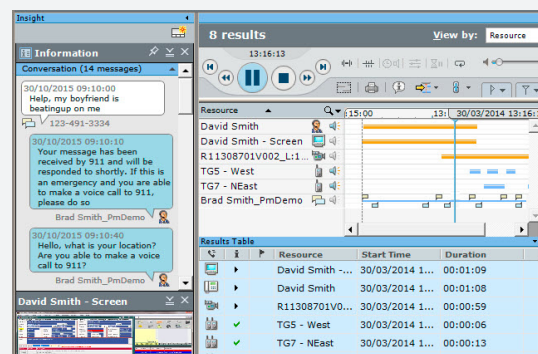
About Brazos County Council of Governments (BVCOG) Regional 9-1-1

The Brazos Valley Council of Governments (BVCOG) is a multi-purpose voluntary organization of, by and for local governments in the Brazos Valley Region of Texas. The BVCOG serves over 315,000 citizens and covers an area of 5,109 square miles. BVCOG Regional 911 program encompasses seven Public Safety Answering Points (PSAPs): Washington County 911, Burleson County Sheriff's Office, Grimes County Sheriff's Office, Navasota Police Department, and the Leon County, Madison County and Robertson County Sheriff's Offices. The PSAPs are responsible for answering all the 911 calls that originate from a defined geographic area. BVCOG handles close to 150,000 9-1-1 calls annually.

The Challenge

BVCOG wanted to be able to better protect the community even in those rural areas where mobile voice signal is very limited and so calling 9-1-1 depends on landlines only. They also wanted to better assist those who were hard of hearing and speech impaired. Other areas of need for improved emergency communications were the incidents of domestic violence, drug deals, abductions, home invasions, and gun related crimes. In many of these cases, stealth connection to 9-1-1 by a victim or a witness would make a timely intervention possible and achievable.

Next Generation 9-1-1 technologies offer a way to solve this with text-to-9-1-1 communications. BVCOG administration surveyed the options and ruled out various interim solutions such as standalone 3rd party applications for texting or adapted TTY systems. They wanted an integrated solution that would better prepare them for future means of communications such as video and other multimedia. They also needed to record all text-based communications along with phone and radio conversations and collect incident data that had to be presentable for investigation and prosecution. They wanted one interface for incident reconstruction of all types of communications.



NICE Inform offers unified interface for search, playback, and incident reconstruction of multimedia communications



The Solution

BVCOG decided to deploy a fully integrated solution—the first of its kind. Since they already used Airbus VESTA® for console voice communications, it made sense to add the text messaging functionality that was available within VESTA® as well. By making this choice, BVCOG became the first agency in the United States to complete a text-to-9-1-1 call using Airbus DS Communications' VESTA® 9-1-1 integrated with VESTA® SMS system which enables native handling of text and voice in a single application. At this time, texts can be sent from the four major wireless carriers in Leon, Robertson, Madison, Grimes, Burlison, Washington and Brazos County. Citizens are encouraged to use the text-to-9-1-1 service to send a text message directly to 9-1-1 for assistance in the event it is not possible to make a voice call.

Another benefit of this choice was that NICE solutions integrate with Airbus VESTA® for recording of both voice and text-based communications and associated metadata. At the time, BVCOG was recording voice communications with NICE and welcomed the opportunity to use an i3 logging interface to also capture the text messages.

"Public Safety agencies would never think twice about recording every 9-1-1 call, even though they may only need to retrieve one call out of a thousand for legal documentation," said Anita Pitt, 9-1-1 Program Manager, Brazos Valley Council of Governments (BVCOG). "Agencies need to put the same emphasis on recording 9-1-1 Texts. NICE Inform provides our 9-1-1 centers with complete legal documentation of SMS 9-1-1 texts, should they need it. It captures exactly what we need in exactly the right format. I saw it as the first step towards the future," added Pitt. "If we capture the voice and text in the same platform today, then in the future we can add the video and pictures."

Pitt's foresight extended to using multimedia communications for incident reconstruction and investigation, in an easy-to-consume format. "NICE and Airbus recommended that we deploy a firewall between the recorder and the Vesta switch to manage security. Once this was done, we were able to capture data and display it in Inform interface. It is really easy to use. My PSAP supervisors can quickly build the scenarios for the voice from administrative and 9-1-1 lines and all the radio traffic we capture and now they can also see the text messages coming through," explained Pitt. "Working with NICE was great – they've provided a report I needed that captured a calling party number, the date and time stamp, incoming and outgoing messages, and also the latitude and longitude of the location from which the text message was sent. So it captures all the critical metadata we need and the messages themselves. We can export it in a PDF format that can be used by the PSAP as our internal documentation, as well as legal documentation for the court."

"My counterparts across the state are definitely interested in doing this too and I recommend NICE solution. They see it as a step towards the Next Generation recording – capturing the SIP message through the i3 logging event interface. I think this is how we are going to be recording in the future."

Anita Pitt, 9-1-1 Program Manager, Brazos Valley Council of Governments

NICE Inform is a future-ready solution. It captures, manages, and synchronizes multi-channel interactions between citizens, PSAPs and first responders. It visualizes all types of communications and emergency response events on a single timeline to provide a complete, accurate record of incidents. NICE Inform provides a unified incident reconstruction environment. It puts all multimedia incident information (911 calls, radio, SMS texts, GIS, screen recordings and more) into proper context, to deliver comprehensive insight on the 'who, what, when, where and why.'

BVCOG's text-to-9-1-1 solution is proving very helpful for those who have hearing or speech impairments, or those who cannot ask for help because their safety might be put at risk by speaking. It is also a valuable alternate option for contacting 9-1-1 during hurricanes or other disasters when heavy call volume can prevent 9-1-1 calls from going through. NICE's recording of combined voice and text communications not only supports investigations, but also provides records for BVCOG to better manage the quality and performance of its emergency response teams.

Deploying the complete text-to-9-1-1 solution was a great team effort between BVCOG, Airbus, NICE, and NICE's local dealer Voice Products. "I have worked with Voice Products since 2002 when we purchased our first NICE system. They provide not only over-the-phone service, but they also come to our PSAPs and provide training and technical services to my supervisors who use the NICE product every day. Voice Products is a great partner to work with. As far as capturing the text messages on the voice recorder, they were the technical folks on the ground, as a liaison between me and NICE on the technical aspects and had a great understanding of what was going on and what issues we needed resolved. They were a vital part of this project, making it successful."

About NICE Public Safety

NICE public safety solutions integrate and put into context information from many sources to help emergency communications centers and investigation departments reconstruct and understand the who, what, when, where and why of an incident. NICE Inform, the industry-leading digital evidence management (DEM) solution, gives emergency communications centers better insight into how to continuously improve their operations. Over 3,000 organizations rely on NICE public safety solutions daily.

About NICE

NICE (NASDAQ: NICE) is the worldwide leading provider of enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE solutions help the world's largest organizations deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions. www.nice.com

