



Customer Profile

Public Safety

Website

www.SRFECC.ca.gov

Location

Sacramento, California, USA

Needs

Use high-end communications recording and incident reconstruction technology to improve the SRFECC's interoperability with the fire and EMS agencies for which it provides dispatching services. Prepare for efficient transition to P25 and NG9-1-1. Enter a true partnership with a recording vendor who shares the same values as SRFECC.

NICE Solutions

- NICE Recording of Motorola P25 IP Radio communications and VIPER IP 911 system, with complete data storage redundancy
- 911 Operator Screen Recording
- NICE Inform Verify Instant Replay
- Quality Assurance Evaluation

The Impact

- Improved efficiency of incident investigations
- Improved quality of emergency communications
- Improved reliability of data storage and convenience of cross-agency data sharing

"I can honestly say that over the course of my career, I've been very pleased with all of the products from NICE but more so with the customer service of this company. I would wholeheartedly recommend NICE to any organization."

Teresa Murray
Chief Executive Director
Sacramento Regional Fire/EMS Communications Center

SRFECC Boosts Emergency Response and Cross-Agency Collaboration with NICE Inform

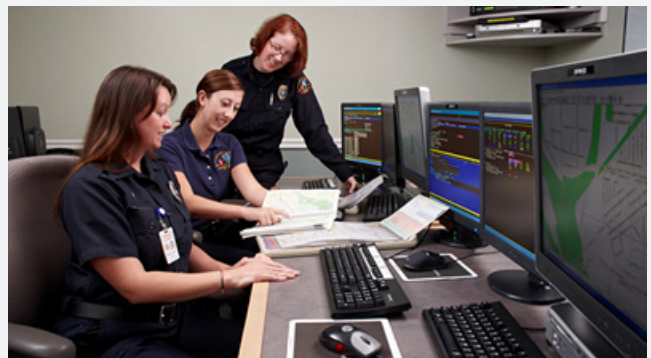
About Sacramento Regional Fire/EMS Communications Center (SRFECC)

SRFECC is the third largest fire dispatch center in the State of California taking approximately 500,000 calls and dispatching over 200,000 incidents annually. 85% of these incidents are EMS with the remainder being fires and rescues. The center is organized as a Joint Powers Authority (JPA) which contracts with 10 fire agencies it serves. Together with these agencies, SRFECC provides fire protection and emergency medical service (EMS) dispatching for nearly all of Sacramento County, covering over 1,000 square miles and serving over 1.3 million residents. Sacramento is the capital of the U.S. state of California, and the county seat of Sacramento County.

The Challenge

California is a very fire-prone state. SRFECC dispatches for 10 agencies that handle fire emergencies—and there are major fires each year. The agencies and jurisdictions often work closely together on emergency response, sharing fire resources and personnel, due to the topology of the area and the large scale of many fires. When they respond to such incidents together, they must communicate very efficiently. It is also important to be able to share post-incident information among the agencies to assess the quality of service and to plan for future collaboration.

To support this challenge, SRFECC needed a reliable, easy-to-use recording, instant playback, and incident reconstruction solution. It had to be able to support the current as well as future means of critical communications, including 9-1-1, VoIP telephony, IP radio, text based communications and more, coupled with centralized data storage and fast, simple retrieval. Efficiency of assembly and export of call, radio, and screen recordings were major considerations as well, for investigations of incidents as well as for internal quality control.





The Solution

SRFECC selected NICE's award-winning communications recording solution along with the tightly integrated Incident Reconstruction, Instant Replay, and Quality Assurance (QA) modules for the objective, software based evaluation of employee performance. Apart from the many features and integrations offered by NICE's suite of solutions, NICE was selected for its ability to improve the SRFECC's interoperability with the fire/EMS agencies for which it provides dispatching services. Once implemented, the center was so pleased with the performance, ease of use and adaptability of NICE technologies as well as the quality of NICE customer support that it stayed in partnership with NICE for over 10 years. Currently, they are preparing for a migration to Motorola P25, with NICE ready to enable a seamless transition of recording processes as well as the experience of end users.

"I have worked with NICE for well over 15 years through 3 agencies—Sacramento Police and Fire Department, Roseville Fire Department and now SRFECC," said Teresa Murray, SRFECC's Chief Executive Director. "In fact, other agencies regularly engage me to negotiate on their behalf so my experience with NICE benefits them as well."

"We utilize NICE solutions on a day-to-day basis," continued Murray. "While I use them to extract data for court custodian records, NICE is especially critical to the dispatchers at their consoles. To be able to immediately replay a transmission that perhaps wasn't as clear as we want it to be and get that information instantaneously – there is no better product. Redundant storage of our data is important for us as well, as is the ease of access to recordings and data with NICE's intuitive software. Sharing the data platform with multiple agencies is also something that we enjoy. Agencies can collaborate on post incident investigations by securely sharing incident information. With NICE, any of my staff on the dispatch floor is able to make recordings for incident investigation quickly and efficiently – with the technology and speed required today."

SRFECC dispatches by closest available unit, but with their topology and propensity for serious fires, it's not uncommon for multiple agencies to respond to the same emergency. In these circumstances, they need to be able to share complete incident data and media recordings with all of the responding agencies for incident reviews and investigations. With large-scale incidents, they could have up to five requests for the same information on the same incident. Before NICE, they had to manually duplicate all of that data on CDs. With NICE Inform, assembly of multimedia recordings for incident reconstructions is fast and consistent. They save them in electronic incident folders within NICE Inform Organizer, which can be securely accessed online by member agencies for review or training. This greatly enhances SRFECC's efficiency and ability to share information.

"We have established a relationship of transparency, open communication, and mutual respect with NICE. That is more important to us than any piece of software or technology, because such relationship will stand the test of time."

Teresa Murray, Chief Executive Director, Sacramento Regional Fire/EMS Communications Center

NICE Inform also helps with quality assurance. "We utilize NICE recordings with Priority Dispatch AQUA evaluation interface," explained Murray. "With our fully certified EMD quality assurance team, NICE recording, and AQUA quality evaluation, we can accurately provide the QA service to all of our organizational team members as well as our constituents."

Apart from its deliberate pursuit of service quality, SRFECC is also well known for its forward thinking and organizational and technical innovation. They exceed industry standards in customer service and overall compliance 100% of the time. In 2016, their dispatchers saved 179 lives! In the same year, APCO International has recognized the SRFECC Dispatch Center with its 2016 Technology Leadership Award.

"We are very customer service oriented," confirmed Murray. "To maintain the level of quality we commit to, we believe in establishing relationships with our vendors who become part of our family when they enter a contractual agreement with us. We work very hard on those relationships and believe that our core values—strength of character, servant leadership and selflessness—must also be embodied by the companies we engage with. If the companies don't share those values and our priorities towards the community, then we don't establish relationships with them. I can say that the customer service, transparency, and communication with NICE team over the course of my career has been phenomenal. I continue to be an advocate for the company and enjoy the relationships not only with the sales side but with the technical side of the company as well, whether for implementation or technical support. I would recommend NICE to any of the agencies who have a desire to have a family-like relationship with a vendor who has the core values that really every company should be built on."

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

