Collier County gets a flexible, resilient solution with Nimbus Dispatch

RapidDeploy’s Nimbus Dispatch helps Florida’s largest county improve its disaster-response readiness with a move to the cloud.
THE CUSTOMER: 
Collier County Sheriff’s Office

The largest county east of the Mississippi River by land size, Collier County spans from Naples on the Gulf Coast all the way into the Everglades. The county has varied terrain and is located in a hurricane prone area, most recently in 2017 when Collier County was in the center of category 5 Hurricane Irma.

Collier County Sheriff’s Office (CCSO) is responsible for dispatching Law Enforcement, Fire and EMS for the entire county, covering a population of over 300,000 spanning across more than 2,300 square miles. A long-time leader and nationally recognized early adopter in the 9-1-1 industry, CCSO has a proven commitment to identifying new and emerging technologies to improve the county’s emergency response capabilities. CCSO has been an Accredited Center of Excellence with the National Academy of Emergency Dispatch since 2001 and accredited by CALEA as a Public Safety Communications Center since 2016.

THE CHALLENGE:
Achieving flexibility, scale and portability in a disaster

Collier County faces challenging environmental conditions and frequent severe weather incidents. They needed a flexible, resilient solution that can be flexibly deployed during disasters like hurricanes.

Specifically, they needed a CAD system that could not only support a peacetime response, but also during times when an auxiliary ad-hoc response was necessary. CCSO wanted to be prepared for instant deployments of their Mobile Communications Unit during natural and manmade disasters, as well as support regionalized interoperability solutions leveraging the FirstNet Broadband network. Legacy on-premise CAD systems simply did not provide the flexibility or scalability that Collier County needed to support 9-1-1 operations under their unique and dynamic circumstances.
THE SOLUTION:
Nimbus Dispatch gives CCSO the ability to move — fast

RapidDeploy’s cloud-native platform is ideal for deployment in mobile communication units in the field, adding to disaster preparedness and regionalized resilient emergency response.

Nimbus utilizes a modern, resilient Microsoft Azure Government cloud infrastructure that can be accessed even during natural disasters such as hurricanes Southern Florida had been experiencing. The platform supports field deployments with ease and provides maximum flexibility for dispatchers and responders.

RapidDeploy’s GIS-centric feature set provides responders with an unprecedented suite of location services, dynamic mapping layers, and third-party interfaces to speed up response times, even under the most challenging conditions.

The RapidDeploy system is uniquely suited for the needs of our mobile command post. The ability to instantly deploy this system in the field adds important capabilities to our disaster preparedness and emergency response.

BOB FINNEY III
ENP DIRECTOR, COMMUNICATIONS, CCSO OFFICE
DEPLOYMENT:

Up and running at the Collier County Fair

The nature of cloud-based solutions makes deployments fast and painless. Once the initial profile build is completed for a Nimbus client, customers can access their CAD from anywhere — all CCSO needed to do was to ensure IP connectivity for the Mobile Communications Unit. Dispatchers were able to access CAD via a browser, using the same login credentials as in the of the 9-1-1 communications center.

In addition to CAD, officers were also able to use the mobile app in the field. Installation of the mobile app was as simple as downloading an app and logging in using their agency email address. An agency admin was able to assign their permissions in seconds on the fly, and officers were immediately reporting locations in real time, able to log incidents, update their status, and add notes to their assigned incidents.

The easy access to CAD and mobile applications made CCSO embrace the positive benefits of cloud technology. They can now leverage their investments already made in FirstNet connectivity, satellites, mobile units, laptops and smart phones – and use a future-proof technology platform across all their distributed hardware.

Similar to the investment in mobile technology, CCSO has continuously improved the accuracy and quality of their GIS data. For the event, the Sherriff’s office was able to use custom commonplace names and points of interest for specific locations on the fairgrounds, e.g. for the livestock barn. All points of interest were rendered as layers on agency maps, just like all other authoritative GIS data and real-time data feeds. This meant dispatchers and officers were able to use identifiable names at the fair based on temporary structures and locate incidents instantly.
Nimbus Dispatch is accessible from any device with IP connectivity. This meant that CCSO was immediately able to leverage their investment in a mobile command unit, mobile devices, and FirstNet & NG911 connectivity. The mobile communications unit has 4 dispatch positions with two monitors each. Via a laptop, the dispatchers were able to connect to Nimbus and begin dispatching calls. As with any event that requires additional staffing, schedules are subject to change. As a result, not every dispatcher had been able to attend the Nimbus dispatcher training ahead of time – but due to the intuitive nature of the web based user interface, call takers and dispatchers were able to learn very quickly on the spot.

In addition to the flexibility a cloud-based solution provides, CCSO was also able to take full advantage of the mobile application. Collier purchased 10 Sonim FirstNet devices that officers used in the field with the RapidDeploy Nimbus smartphone application. Additional officers that were reassigned to work the event at short notice were added as new users and were live on the platform in a matter of minutes.
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THE NIMBUS DISPATCH DIFFERENCE:
Efficient and cost-effective 9-1-1 workflow that enables remote dispatch and response

With all the features of a Tier 1 CAD system, Nimbus provides a comprehensive, highly configurable, web-based dispatch platform integrated with sophisticated location mapping and real-time data to ensure a rapid and informed response. To find out what Nimbus Dispatch can do for your organization, visit us at www.rapiddeploy.com.

Learn about our robust Unified Critical Response platform.

NIMBUS DISPATCH | ECLIPSE ANALYTICS | RADIUS MAPPING

See the Full Suite