



EMERGENCY COMMUNICATIONS NETWORK TIMELINE

SMART 9-1-1

Smart 9-1-1 implemented at CCSO and NPD

Smart 9-1-1 gives citizens the ability to create a personal safety profile that automatically displays to dispatchers during an emergency.

CAD TO CAD

Computer Aided Dispatch

CCSO Communications Center goes live with CAD to CAD interface with NPD. NPD can enter call data and send to CCSO for quicker EMS dispatching.

LOCUTION

CCSO begins Locution Systems testing to go live with digitized voice alerting for Fire & EMS.

9-1-1 PHONE SYSTEM UPGRADE

CCSO & NPD cut over to new countywide Next Generation platform 9-1-1 system. Will receive text, photos, video and automated data via 9-1-1 as carriers make this available. Upgrade of recording system to Next Generation with voice analytics to identify potential threats, patterns & trends.

NEXT GEN 9-1-1 & FIRSTNET

Planning for regional Next Gen 9-1-1 network.

Collaborate with state and First Responder Network Authority (FirstNet) for LTE public safety broadband network in Collier County.

City of Naples joins the County CAD system allowing Naples Fire Department join in closest unit dispatch.

CCSO to migrate to a new Harris P25 Phase 2 radio system utilizing GPS for all radios and full encryption

Work with county on P25 radio system upgrade for Next Generation radio technology.



Introduction to Emergency Communications Network. Presentation to stakeholders.

CCSO signed contracts with Motorola for new CAD and Locution Systems for streamlined digitized voice alerting for Fire & EMS.



1st
TEXT TO 9-1-1
Collier County is the first agency in Florida to have text to 911
CCSO implemented text to 9-1-1.



PARAMOUNT
Implement Paramount EMS rapid dispatch protocols.



PULSEPOINT
Implementation of PulsePoint, a free app that the public can subscribe to that provides critical public safety information in their community.



CAD GOES LIVE
New County-wide Motorola PremierOne CAD system and modules go live for station move-up, alternate notifications and direct integration of alarm companies (ASAP to PSAP).



NEXT GEN 9-1-1 CALL ROUTING
CCSO signed contracts with Airbus DS Comm. for their Vesta Router solution to provide advanced NG 9-1-1 call routing. Moving from the legacy selective router to an Emergency Services IP Network (ESInet).



BETA
9-1-1 PHONE SYSTEM UPGRADE
CCSO was selected as a beta partner to test Airbus DS Communication's Vesta 7.1 and Vesta map Local with integration to RapidSOS. CCSO PSAP is the first to have integrated the Rapid SOS into the 9-1-1 call taking solution.

Utilizing the Vesta Router solution we will transition to geospatial call routing