LOUDOUN COUNTY EVOLVES TECHNOLOGY AND SERVICES FOR COMMUNITY

Loudoun County is a vital and dynamic area in Northeast Virginia, known for its beautiful scenery, including historic sites and wineries, and booming economy. The population of this fast-growing county, part of the Washington metropolitan area, stands at close to 400,000 people spread over 521 square miles. Citizens of this affluent and highly educated county expect the best from its public agencies. The Loudoun County Emergency Communications Center (ECC) is committed to delivering on that expectation.

THE RIGHT RESOURCES AT THE RIGHT TIME

The Loudoun County Emergency Communications Center serves both the Sheriff's Office and Fire and Rescue Department. Fire and Rescue itself encompasses 17 different fire and emergency medical services companies. All 9-1-1 calls come into the ECC and are referred to the correct jurisdiction.

"That collaboration is paramount, so that we can get the appropriate help to citizens when they call in," says System Fire Chief Keith Johnson.

With such a complex network of services covering this wide area, "We need to bat a thousand. There is no margin for error in what we do," says Patricia Turner, ECC Manager for Fire and Rescue. "From the time a call is answered until the first unit appears on the scene, we have to get everything 100 percent right."

Motorola PremierOne™ CAD Software helped Loudoun County ECC improve its response times while efficiently allocating the right resources in response to 9-1-1 calls.

"9-1-1 is all about multitasking," says dispatcher Casey Charles. With the CAD system, dispatchers can clone calls quickly to move information to the correct jurisdiction. And Motorola Solutions' common services platform allowed the ECC to implement a "quick-ship" process. As soon as the type of call becomes clear, the dispatcher sends out a unit. Then, as the dispatcher gathers more information from the caller, it's automatically added and immediately available to field personnel.

New-home communities continue to spring up to address the county's explosive population growth—and that often means new roads to serve them. It's likely that dispatchers and personnel in the field won't recognize a street name, so Motorola Solutions' mapping feature is invaluable. It provides turn-by-turn directions to responders while allowing ECC staff to see their locations. And, for text-to-9-1-1, it immediately tells call takers the caller's location.

The PremierOne Responder Location feature is crucial for units in the field, according to Johnson. Unit commanders now know where all their vehicles are, and they can see where other responding units are traveling.

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THE LATEST AND GREATEST TECHNOLOGY

Sheriff Mike Chapman says, "Our radio center is one of most critical pieces of everything we do." In fact, he was elected on a platform of improving the department's service, technology, efficiency and professionalism. "The technology part is having the latest and greatest in communications, so that we can make sure we're keeping everybody safe."

Motorola Solutions' ASTRO® 25 communication network enables more than 2,500 Loudoun County public safety personnel to connect instantly for voice and data communications. Turner says, "If we're not in communication, we can't be safe doing our jobs. Whether firefighters are responding in a vehicle out in the open or they're in the basement of a high-rise, it's paramount that we have communication back to our dispatch center and to the incident commander."

RELIABLE SUPPORT

Over the past 15 years, Motorola Solutions has collaborated with the county to maintain its mission-critical communication network. Motorola Solutions systems managers are embedded in the ECC, standing ready to liaison with Motorola Solutions—and to resolve any issues quickly.

An example of how this managed services approach can ensure uptime was a catastrophic power surge at the Loudoun County Prime Site in Leesburg, Virginia. In July, 2016, an error made by a third-party vendor working on the Uninterruptible Power Supply resulted in a critical Level 1 incident. The prime site's two site controllers and nine comparators were damaged, leading to complete network failure. Communication between the county's first responders, including fire, emergency medical services, the Sheriff's office, and police, was disrupted.

A collaborative effort by the Motorola Solutions Radio System Manager and Network Operations Center employees, along with neighboring counties and local partners, restored partial communications within two-and-a-half hours; all 11 channels were restored within 36 hours.
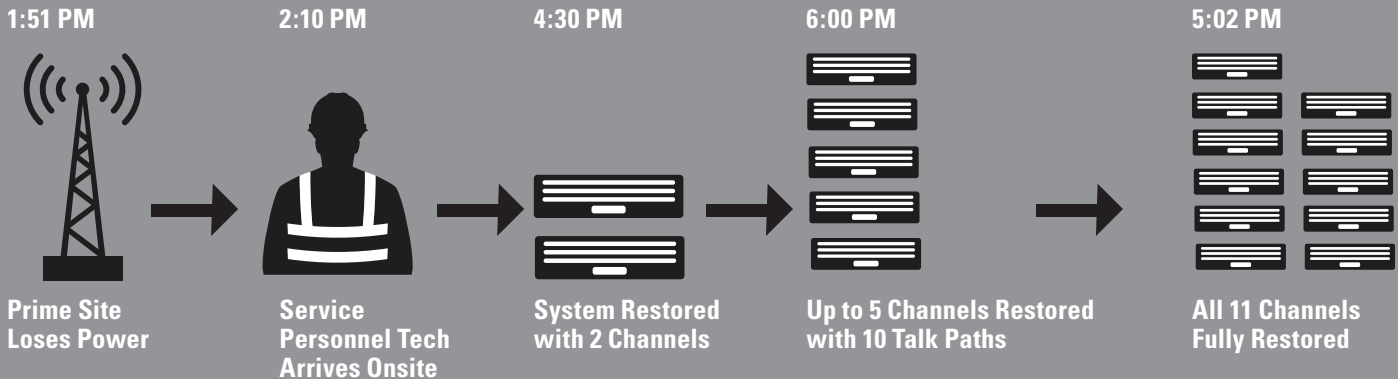
Johnson says, "The relationship with Motorola Managed Support Services means the county doesn't have to worry. They know it's taken care of, and that Motorola Solutions stands behind its products."

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ACTUAL LEVEL 1 INCIDENT AND RESTORATION SCENARIO

07/29/2016   07/30/2016

1:51 PM   **2:10 PM**   **4:30 PM**   **6:00 PM**   **5:02 PM**

Prime Site   **Service**   **System Restored** **Up to 5 Channels Restored** **All 11 Channels**
Loses Power   **Personnel Tech**   **with 2 Channels** **with 10 Talk Paths**   **Fully Restored**
                     Arrives Onsite

A VITAL LINK

The ECC is a vital link between the citizens of Loudoun County and its first responders. With its advanced communications systems, Charles says, "When you call into 9-1-1, we're able to send you the best unit possible. We can give prearrival instructions before the units get on the scene, which might save a life. I love the job, being able to help citizens and help first responders, as well."

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