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Stoddard County 911 to Upgrade to an Efficient New System for Dispatch and 911

JUNE 12TH 2018 BY DEE LOFLIN

Stoddard County 911 to Upgrade to an Efficient New System for Dispatch and 911

Stoddard County has selected a new computer aided dispatch system and a 911 call taking solution that will bring progress as promised to the people of Stoddard County. The county will be the first agency in the state to implement Zuercher CAD+911, an innovative solution that will offer time savings and interoperability.

“Our new system will save dispatchers time and bring our PSAP into the future. We will have the ability to pinpoint cellphone callers and the ability to handle 911 hang-ups efficiently. This is the first time we’ll have all of our dispatch centers on the same system, which will be very important for us all,” stated Administrator Carol Moreland, Stoddard County 911 Services. “It’s just the beginning for us, and we’ll be able to grow our system with Zuercher in the future to add additional agencies when they have the technology to be ready to participate.”

Key Facts:

- Zuercher 911 provides seamless integration with voice calls and text to 911, scalable to serve Stoddard County 911 Services’ needs now and far into the future. This intuitive, simple call taker interface gives call takers the ability to make fast, informed decisions which helps get responders there faster with the background they need to keep everyone safe.
- The new system’s text to 911 capability improves services for hearing and speech impaired citizens, and provides safe access to 911 for callers who would compromise their safety by speaking.
- The new Zuercher CAD system includes Caller Location Query (CLQ), innovative new technology for locating cellphone callers. When a caller does not know their location or is unable to provide it, and the information 911 is receiving from cell towers is unavailable, inaccurate or conflicting, CLQ allows dispatchers to send a text to the cellphone and get accurate location information.

- Many communication centers receive a large amount of abandoned calls from accidental pocket dialing. Following standard protocol, all abandoned calls require a callback attempt. This presents an enormous time and resource drain to centers and increases the risk that the processing of legitimate 911 calls will be delayed.
- Stoddard County can save time and money by using automatic abandoned call processing technology, a powerful new feature that automatically sends an SMS or text to “hang ups.” Citizens are more likely to respond to a SMS versus a voice callback, which allows the call center to quickly distinguish accidental calls from true emergencies.

It will be part of a future system that brings together Stoddard County Sheriff’s Office, Dexter Police Department, Bernie Police Department, Bloomfield Police Department, and Stoddard County Ambulance into one shared software platform for the first time.

Zuercher CAD+911 is superior to standalone CAD and 911 products because of the way call taking and dispatching functions converge. The two systems are truly integrated, allowing dispatchers to see call and location data from their Zuercher CAD system displayed on the 911 call screen. Dispatchers will be able to rebid from Zuercher CAD and outbound dial directly from CAD.

“Zuercher Technologies is pleased to partner with Stoddard County, the first agency in Missouri to use Zuercher CAD+911, our innovative call taking and dispatch software system,” Michael Zuercher, Senior Vice President of Zuercher Technologies. “We’re happy to welcome Stoddard County to the Zuercher Suite family with new technology that will save time in day-to-day operations and help keep responders and citizens safer.”

About Zuercher Technologies:

Zuercher Technologies provides a comprehensive public safety software solution to agencies across the U.S. under its flagship product, Zuercher Suite, encompassing computer-aided dispatch, mapping, records management, jail management, civil process, criminal investigations, crime analysis, agency financial, agency administration, and mobile CAD and records. Founded in 2003, Zuercher Technologies is based in Sioux Falls, SD. Zuercher is part of TriTech Software Systems, which is the largest public safety software company in the world with over 3,500 agency installations serving 255+ million citizens in 16 countries.

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