

**North Carolina Association of County Commissioners
2005 Ralph W. Ketner Employee Productivity Awards Application**

County:	Pitt	Employee:	Ron Crisp	Email:	recrip@pittcountync.gov
County Department:	MIS/Communications	Employee Title:	Senior Systems Analyst		
County Phone:	252-902-3816	County Mailing Address:	1717 W. 5 th Street Greenville, NC 27834		
Is this project being submitted on behalf of two or more employees?				No	Yes
				<input type="checkbox"/>	<input checked="" type="checkbox"/>

If yes, please provide below a listing of all project employees in Number 6. Employee & title as listed above should be for lead team member.

Fair Labors Standards Act Designation: In order for your project to be eligible, you MUST indicate one of the following. If you do not know, please contact your personnel director

EXEMPT: **NON-EXEMPT:** **BOTH (if applicable to team):**

1. Productivity Improvement Title:	E911Plus Application Development & Deployment	
2. Implementation Date (must be between January 1, 2005 and December 31, 2005)	June 28, 2005	
3. Please describe the productivity improvement. (Please limit response to these 2 pages.)		
<p>The development of the E911Plus software application allows Pitt County 911 Communications staff the ability to automatically identify the location of incoming 911 calls. Location of landline calls are identified by the address of the installed phone, while locations for cellular calls are identified within 50 to 100 meters by utilizing latitude and longitude coordinates embedded in the incoming call.</p> <p>The 911 telecommunicator also has the ability to obtain the current location of the cell phone if the location has changed since the original answering of the call or if the caller becomes unresponsive. This helps locate callers in need of 911 assistance quicker, and with more accuracy than with the previous application the E911Plus application replaced. The lat/long information is also crucial for callers needing assistance by the Pitt County Memorial Hospital helicopter transport and medical services.</p> <p>The E911Plus application gives all 911 telecommunicators the ability to monitor other 911 calls ongoing by other staff. This allows the support telecommunicator to view notes real-time about the call(i.e. directions to caller, reason for call). With this information, other staff can dispatch needed fire or rescue departments while the original telecommunicator assists with the caller on the phone.</p> <p>Designed to integrate with medical software, the E911Plus application allows the 911 Telecommunicator to expedite their response for calls needing medical protocol assistance. By transferring data already captured or stored in the E911Plus application to the medical protocol software, the telecommunicator can start life-saving medical instructions to the caller quicker than in the past.</p> <p>Another feature the application provides is a seamless interface with supporting GIS software that automatically draws associated maps pin-pointing the location of the callers address or cell phones latitude/longitude upon 911 staff answering the initial call.</p>		

4. Please describe why this project was initiated or what problem it addressed:

The previous 911 software application resided on a legacy mainframe that did not allow for the incorporation of advances in technology, nor allow Pitt County 911 Communications the ability to meet upcoming Federal regulations. This conversion to a client-server based system allowed for advances in technology, for future decommissioning of the mainframe, and the capability to provide redundant systems in case of infrastructure disasters (hurricanes, floods, etc).

Prior to the E911Plus application, 911 telecommunicators had to “cut and paste” address information of the caller from one system to another to obtain a map detailing the callers location. The desire to have a seamless transition to display maps was deemed as something that would save lives because of the time saved in obtaining needed information.

5. Please quantify the improvement’s results in terms of cost savings, cost avoidance and/or a higher level of services provided.

(Please indicate what resources were used to achieve your results, and what was done with the time savings, if any accrued).

This system fulfilled legislation requiring FCC Phase II compliance. Also, by removing the need for the manual “cut and paste” process in the previous software applications, 911 telecommunicators have been able to locate caller locations 5 to 10 seconds sooner per call, reducing dispatch times. With the nature of emergency dispatch, even seemingly small response time improvements can translate into saving lives. With both the dispatch and mapping system interfacing, human errors are close to nonexistent.

Third party electronic emergency medical dispatch software was also implemented and interfaced with the new 911 application so that common data can be transferred between systems allowing the 911 telecommunicators to begin life saving instructions without having to record information already captured.

Migrating from a legacy mainframe system to a client-server based environment, Pitt County is able to deliver a higher level of service by implementing an active-active server cluster physically separated across two data center locations, each supplied with alternate power sources. In the event one data center is impacted, the second one will seamlessly take over without manual intervention.

With the dependency on the mainframe out of the picture, Pitt County will decommission the mainframe in 2007 with an annual cost savings of \$150,000 in maintenance. Considering only three applications remained on the mainframe, the 911 Project annual savings is \$50,000.

6. Please provide any other descriptive information you would like to be considered by the review committee.

More projects, and ultimately IT organizations, fail due to poor relationship management than inadequate technology. The success of this project fostered a rapport between internal organizations that can often become stymied by territorial politics. The project was approached as a cooperative effort across departments and the resulting achievement affirmed both technical competence and the spirit of quality service that is shared, both internally and to the public.

Project team: Amanda Hoffner (MIS), Darrell Coleman (MIS), Ron Crisp (MIS), Sam Tyson (Communications), Greg Beacham (Communications)

County Manager’s Name:	D. Scott Elliott	Supervisor’s Name:	Donna L. Davis
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Return by July 21, 2006 via e-mail to Rebecca.Troutman@ncacc.org.