Snohomish County is the third-most populous county in the state of Washington. It is located just north of the Seattle-Tacoma-Bellevue statistical area and home to more than 770,000 residents.

The county’s two public safety answering points (PSAPs), SNOCOM (Southwest Snohomish County Communications Agency) and SNOPAC (Snohomish County Police Staff and Auxiliary Services Center), are responsible for dispatching emergency services across multi-jurisdictional lines to serve the public. To do this, SNOCOM and SNOPAC, along with their 53 affiliated agencies, and three jails, use New World® public safety software from Tyler Technologies.

The Challenge
Prior to using New World software, SNOCOM and SNOPAC and the disparate agencies they provide dispatching services to, were in need of a public safety software system capable of the collaboration necessary for integration, data sharing and reporting.

Without a public safety system capable of meeting these needs, SNOCOM and SNOPAC experienced the following:

- Multiple call transfers daily between both CAD centers
- No automated mutual aid functionality for police or fire
- No proximity dispatching functionality
- Data was not immediately accessible between agencies and had to be requested
- Data was not easily transferable between software applications
- Electronic police reporting did not exist and information had to be written then entered manually into the system
- Reports could not be generated without the help of IT professionals

To combat the issues with functionality, data sharing, integration and communication, officials with SNOCOM and SNOPAC wanted a state-of-the-art and flexible computer-aided dispatch (CAD) system with the capacity to integrate records and jail information, and share data across the county. The system also needed to be tightly integrated between police and fire users to bolster data sharing throughout the county.

At a Glance: SNOCOM/SNOPAC, Washington

- Go-Live Date: October 2015
- Client Since: 2009
- Agencies Served: 53 (Police, Fire, Jail)
- Calls For Service Per Day: 2,000
- Active Users On System: 4,000
- County Population: 770,000
- Solutions Used: CAD, Records, Mobile, Field Reporting, Corrections, Fire
- Square Miles Served: 2,196

For more information, visit www.tylertech.com
The Solution

By consolidating resources and working together, SNOCOM and SNOPAC purchased New World public safety software from Tyler to replace its proprietary system.

SNOCOM and SNOPAC purchased New World’s CAD, Records, Mobile, Field Reporting, Corrections, and Fire solutions with the goal of providing the county’s public safety agencies and communication centers with the high-tech functionality that it lacked.

Tyler provided ongoing training on the New World public safety software to ensure everyone from decision makers to end users were proficient with the new system.

The Results

Fifty-three police/sheriff, fire/EMS agencies, two public safety answering points (SNOCOM and SNOPAC) and three jails went live with the New World public safety software in October 2015. They are now able to communicate across jurisdictional lines, share data and provide faster response times to the public.

By using New World public safety software, SNOCOM and SNOPAC experience:

- **Borderless communication**
  - The impact of call transfers between agencies have been dramatically reduced, resulting in significant time savings
  - Dispatchers can see all units from every agency aiding in proximity dispatching for faster response times
  - Communication between the PSAPs has streamlined call processing between the two centers in terms of handling emergency calls for service and mutual aid

- **Seamless data sharing through the integrated software system**
  - Data is accessible between each application providing first responders with mission-critical information instantly, allowing them to respond faster and know more while on the scene
  - CAD call information is updated in real time so first responders can use the information to stay safer on the scene
  - Instant access to data increased collaboration among Snohomish County public safety employees
  - Access to data makes staff more self-sufficient and saves time during reporting
“The real-time information that we have now and the dynamic unit recommendation features of our CAD software helps us to not only protect the public, but to protect officers as well.”

— Andie Hanson, SNOCOM Operations Manager

**Enhanced reporting**
- Photos and warrants are available in CAD and mobile, helping officers spend less time traveling to the office and more time serving the public
- Property room and jail information is available in records for each agency, increasing the self-sufficiency of both sworn officers and civilian employees

**State-of-the-art mapping capabilities**
- Viewing all units on maps helps firefighters respond more informed and more safely to a scene
- Fire hydrants being visible on maps helps firefighters accurately position units to combat fires quicker and more efficiently
- Map-based decision making results in faster response times

**Summary**
Collaboration requires a common spirit of working together with the goal of serving the greater good. Technology that helps maximize services to communities helps agencies achieve this goal.

Industry-leading New World public safety software from Tyler has a proven track record of providing agencies across the country with fully-integrated software designed to help save lives, time and money.

**Want to Know More?**
New World public safety software from Tyler offers fully-integrated and multi-jurisdictional solutions for law enforcement, fire and EMS agencies. Highly configurable, this system is designed to meet the unique needs of any agency.

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