

MEDIA RELEASE



COUNTY OF ERIE
OFFICE OF THE
COUNTY EXECUTIVE

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Erie County launches Regional Computer-aided Dispatch System

ERIE, Pa. – The Erie County Department of Public Safety launched the Regional Computer-aided Dispatch System, Law Enforcement Records Management and Mobile Software systems on Tuesday, Oct. 15 at 6 a.m.

The Northern Tier Consortium consisting of 10 counties (North Central and Northwestern Pennsylvania) entered into an intergovernmental agreement in 2014 for the replacement of our 911 telephony (phone) system. This was due to an end-of-life announcement by the service provider, which resulted in significant cost savings in excess of \$700,000 to Erie County taxpayers. In this continued effort, the Regional Computer-aided Dispatch System recently implemented across our region resulted in additional cost savings in excess of \$2 million.

Running parallel to the County of Erie's Next Generation Public Radio System, this new regional dispatch system is an additional capital project that places all 10 counties on the same system and enables the flow of information across county borders transparent to the 911 caller.

"This new system enables 911 call-takers to process calls-for-service and collect information such as the location, caller's information and the details of an incident in an expeditious manner," said Erie County Department of Public Safety Director John Grappy. "The new computer-aided dispatch system utilizes nationally recognized call interrogation software that enables the 911 call-taker to provide step-by-step instructions to the caller in advance of emergency services personnel arriving on scene (CPR, control bleeding, etc.) when necessary."

The call-for-service is automatically transferred to the appropriate dispatcher during the call interrogation process, where response recommendations are provided to dispatch emergency services (police, fire or EMS) to the location of the emergency.

"Erie County Department of Public Safety has worked tirelessly to improve the communication, effectiveness and response time of our first responders," Erie County Executive Kathy Dahlkemper said. "The Regional Computer-aided Dispatch System advances the process to another level."

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