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FOR IMMEDIATE RELEASE

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Cumberland County Commissioners Approve 9-1-1 Silent Dispatch

Cumberland County, Pennsylvania-Today during a public meeting, the Cumberland County Board of Commissioners approved the implementation of Archonix XCAD (Computer Aided Dispatch) and Silent Dispatch in the Department of Public Safety's (DPS) 9-1-1 Center. The \$401,434 project will provide a platform upgrade to the 9-1-1 center's current CAD system and the introduction of silent dispatch.

Silent dispatch offers field responders and dispatchers the ability to communicate over a web based program using computers and mobile devices, when appropriate. As DPS and County Management have continued to explore opportunities to implement changes to their structure and operation in an effort to improve services and efficiency, silent dispatch was identified as a key component of an ongoing solution. The program is expected to reduce the need for additional full time staff, improve dispatch performance and reduce non-emergency radio traffic. It is estimated that if fully implemented this could reduce manual entry into CAD by 40-50% and reduce radio traffic by over 50%. Funding for this project comes from a reinvestment of cost savings that exists from a recent staffing restructure at DPS that reduced office staff from 15 to 12 full time staff positions.

Lower Allen Township Chief of Police and Director of Public Safety Frank Williamson, a member of DPS's recently established External Advisory Board, has been active in the process of bringing silent dispatch to the County and said "Silent Dispatch is an important step forward for officer safety in Cumberland County. This will increase officer safety, by increasing available "air time" by reducing the number of radio transmission, push to talks; need to do routine statusing of officers. In essence, this will increase the efficiency and effectiveness of both the officer on the street and our partners in the dispatch center."

DPS estimates a Spring/Summer 2016 launch time for this program along with the XCAD upgrade, with time built in for training and protocol development. Once launched, this upgrade will also provide a WebCAD feature that will allow the public and media to view a listing of ongoing emergency incidents within the County. DPS would like to thank members of the External Advisory Board, a group consisting of representatives from various emergency service partner agencies, for assisting in their development of this project.

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