

Franklin County, Maine

What do the following agencies in Franklin County, Maine, all have in common: Sheriff, Police, Fire, University, Emergency Management and Dispatch? The answer is a new consolidated system for dispatch provided by Zuercher's IMC product suite solutions. Included in the project are four IMC clients: Carrabassett Valley, Jay, Rangeley and the University of Maine at Farmington, who have all been clients since 2006 with the software installed on local servers. However, with recent state funding opportunities, existing Zuercher clients can consolidate to a single server to unite the departments and offer expanded access to information, as well as a significant reduction in annual software support fees.

The state funding was also used to provide the Franklin County Sheriff's Department with Zuercher's IMC Records Management Software (RMS) and Computer-aided Dispatch (CAD), which manages dispatch services for all police and fire departments in Franklin County. Farmington Police Department, the largest PD in Franklin County, was able purchase the IMC software for roughly half the cost of a standalone system while also participating in the multi-agency project, utilizing town funding. Several other local departments have also expressed their interest in participating in the project, with plans to purchase RMS.

The CAD software will provide dispatchers in Franklin County with access to key information due to the software's integration with the Maine E9-1-1 system, State and NCIC database and EMD. A paging interface to the CAD software will help ensure on-call responders are alerted by sending automated text messages. This coupled with the CAD system's unit recommendation capability will further reduce response times – a critical function when seconds count. The new multi-agency solution allows each agency's database to become an extension of information accessible to other departments.

Tim Hardy, Director of the Franklin County Emergency Management Agency, has collaborated with several people to help coordinate, and obtain grant funding for, this project. The Maine Emergency Management Agency, which helps develop strategies to improve emergency management capability across the state, provided direction during the grant application process. Somerset County, adjacent to Franklin County and a longtime customer, is also involved in the project by agreeing to host the server for Franklin County. Dennis Noe, the IMC Regional Sales Manager for Maine, has also worked alongside of this group for the nearly two years that the project has been in existence. "Dennis has worked very hard on this project," said Hardy. "He has been a great resource and gone above and beyond his responsibilities, in my opinion, to help make this project happen."

Zuercher's IMC product suite applications involved in this project include Multi-Agency Police, Fire and EMS Dispatch, 911 Interface, ProQA Interface, Mapping, Paging, Maine METRO Interface, Mobile Switch, RMS, ADMIN, Forms, Training and Project Management.



SUMMARY

AGENCIES

Carrabassett Valley, Jay, Rangeley, and the University of Maine at Farmington, Maine

AREA SERVED

Franklin County, Maine

PRODUCTS

IMC Products: Multi-Agency Police, Fire and EMS Dispatch, 911 Interface, ProQA Interface, Mapping, Paging, Maine METRO Interface, Mobile Switch, RMS, ADMIN, Forms, Training and Project Management.