

DOUGLAS COUNTY SHERIFF'S OFFICE



SOLUTION OVERVIEW

When the Douglas County Sheriff's Office found out that the solution they relied on for critical communications was being discontinued and would no longer be supported, they needed to find an alternative—and fast. The county supports a dispatch center, a jail, a courthouse, patrol units, medical units, and several area fire departments. Getting detailed messages to staff at each location and on patrol about developing situations is vital to staff's personal security and to well-coordinated public safety response. And the dispatch center frequently sends communications to external groups and individuals, with notifications of events such as system outages and technology interruptions. The hunt for a new solution was on.



Douglas County Sheriff's deputies respond to an auto accident

THE SOLUTION

"We had a lot of requirements as we evaluated what would support both the community and our team," said Anne McNulty, applications specialist for Douglas County. "Our primary concern for our user community was ease of use, but we also needed to get notifications to all sorts of different devices. Our notification system is used heavily by the jail and dispatch center, and we have end users with pagers and smartphones. Some use email, and some have multiple devices that they use in multiple ways."

Other system requirements included the ability for the new solution to send notifications to internal and external groups as well as individuals. And timeliness of notifications was key. "For our people, time is critical. From the location of a fire to the details of a hostage situation, responders need to know what they're preparing for, and they need that information right away."

After evaluating several options, Douglas County selected Spok's critical alerting solution. "Spok is the best fit for us. It fulfills all of our requirements and quickly delivers messages wherever they need to go—in all the formats and to all the devices we use."



Dispatchers work in the Douglas County Regional 9-1-1 Center

OVERVIEW

Located in Castle Rock, Colo., the Douglas County Sheriff's Office focuses on providing the highest possible level of service to all citizens and visitors in the area. The men and women of the sheriff's office continually strive to ensure the public's safety through community policing and continuing dedication to the safety of children, schools, neighborhoods, and businesses.

INDUSTRY

Government and Public Safety

BUSINESS DRIVERS

- Continue to provide fast, effective community response
- Quickly replace an existing product that was being discontinued
- Support messaging to multiple device types
- Send alert details to both individuals and groups

SOLUTION

- Spok® Messenger (critical alerting)
- Spok Professional Services – Project Management and Implementation

RESULTS

- A solution that supports the county's safety and response goals for the community
- Smooth implementation
- User-friendly web interface for easy messaging
- Increased notification flexibility – delivery type and recipient device

➤ “From the location of a fire to the details of a hostage situation, responders need to know what they’re preparing for, and they need that information right away. Spok... quickly delivers messages wherever they need to go—in all the formats and to all the devices we use.”

Anne McNulty
Applications Specialist for Douglas County

THE RESULTS

McNulty said that implementation went well and was one of the easiest she’s worked on in the past 15 years at Douglas County. “We were in frequent communication with the technicians and project manager. The team answered all of our questions quickly. I wish all of our vendors were as responsive and that all rollouts could go so smoothly.”

Douglas County was quickly up and running, and McNulty received positive feedback from the staff. “It’s so user friendly, especially the web component, that everyone was able to use it right away. This has been such a great experience. Now I recommend Spok’s critical alerting product to other agencies.”

The importance of solid communications for the protection of the community was emphasized during a recent incident in which a man had barricaded himself in his home with his child. Staff used Spok alerting to notify the SWAT team and continually update others about what was happening until the situation was safely resolved.

“Our Spok alerting solution is robust and has a lot of flexibility, so we can do even more with it than we could with our previous system,” said McNulty. “It keeps our responders and staff informed and helps support our mission to ensure the public’s safety.”



DCSO Deputy Tom Vondra gets ready to start his patrol shift



The DCSO motorcycle team prepares to patrol Douglas County

