



S U C C E S S S T O R Y

Solution from Commercial Electronics Provides Maximum Results with Minimized Costs

HigherGround 9-1-1 Recording Solution Improves Longview Public Safety Communications' Operations

Longview Public Safety Communications is the Primary PSAP and dispatch operations center for the City of Longview, Texas (pop. 81,000). The center dispatches police, fire, and EMS responders to calls for service within Longview city limits and in the surrounding areas of Gregg County. The center has a minimum of 6 operators on duty at all times, and receives approximately 18,200 calls per month. Of those calls, approximately 11,000 result in dispatch of resources. Longview PSC also provides support for all general government radio communications that include Lakeport/Elderville FD and Judson Metro VFD.

Valuable Tools

Longview PSC currently uses the HigherGround system as the primary voice recorder for our Emergency Callworks VOIP 9-1-1 Telephone System and for the 800 MHz trunked radio system. The instant playback functionality is a critical resource in time-sensitive emergency situations where verification of information is needed quickly, and the quality assurance module has been an invaluable tool in both new dispatcher training, and in the quality assurance process with established operators.

Ease of Use

The system is very easy to use. All of the necessary steps (which are minimal) are logical, follow a simple pattern, and can be mastered in very little time. The search functionality

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*Matt Ainsworth
Communications Manager*

is accurate and easy to manipulate, and saving/tagging calls for review takes very little time.

“The recording system is a key component in our quality assurance system. We utilize the system daily to review call taking skills, complete EMD QA, and evaluate radio operator processes. The QA tool is also an outstanding resource,” says Matt Ainsworth, Communications Manager.

Strategic Partnership

Mr. Ainsworth further states, “The Commercial Electronics sales team is outstanding. They are genuinely interested in achieving maximum results while minimizing costs, which from a local government perspective, is an essential key to maintaining a long-term relationship.”

Longview Public Safety Communications looks forward to enjoying a continued partnership with Commercial Electronics over the coming years. Their products, customer service, and support work collectively to make them an outstanding vendor.

S Y N O P S I S

Longview Public Safety Communications

Center Handles Longview, TX and Surrounding Gregg Co.

Challenge

Find a QA/QI resource that can handle the large call volume for Longview PSC.

Profile

- 6 Operators On Duty at All Times
- Approx. 18,200 Calls/Month
- Dispatches for Police, Fire & EMS
- Receives ~18,000 calls per month

Industry Partner

Commercial Electronics Corporation

Solution

Capture911 by HigherGround

Solution Requirements

- Quality Assurance (QA) capabilities
- Capable of handling high call volumes
- Easy to use
- Search functionality with tagging
- Instant playback
- IP Recording

