

South Shore PRPERS

911 SYSTEM ENHANCED

South County Schools recently installed an Enhanced 911 (E911) system throughout the district to improve emergency response time and notify school officials when and where a 911 call was placed anywhere in the district's buildings. South County Schools Assistant Superintendent for Business Camille Birmelin (M) directed the project along with Connected Technology President Kevin Urso (L) and Technology Administrative Assistant Toni Matarse (R). (Photo by Jason Belkin) The South County Central School District's Technology Department, along with Great River technology company Connected Technology, has implemented an Enhanced 911 (E911) system in the district using Cisco's "Emergency Responder" software to improve its response time in an emergency. "South County Schools has taken a proactive role in implementing this emergency response system," said Assistant Superintendent for Business Camille Birmelin. "South County

Schools now has a robust 911 emergency system capable of displaying the emergency caller's critical information on the



911 operator's terminal." Because of the size of the school buildings, it was imperative to pinpoint the emergency call location to the nearest room or wing since this information could be very important to first responders in an emergency situation. Furthermore, if the call is disconnected,

the 911 operator is able to call back using the detailed information provided by Cisco Emergency Responder.

In addition to the detailed information provided to the 911 center, designated school officials will be notified that a 911 call has been placed. These officials will be automatically notified by e-mail and telephone regarding the call location and time. Along with the district's emergency response plan, the new E911 systems will allow the appropriate decisions to be made in the first few critical seconds.

"While emergency calls are routed to the local 911 operators, detailed location information was not provided," said Connected Technology President Kevin Urso. "Given the uncertainty of any emergency situation, this new E911 system will ensure that the call is routed directly to a local 911 operator with vital information, increasing the emergency response time within the South County School District."