



How CrisisGo Collaborated with Pasco County to Transform the Direct 911 Feature

Direct 911

The Challenge

Pasco County, Florida has been working with its schools to improve safety. Since 2019, they had success with CrisisGo's safety solution, but wanted to ensure that their alerting system had the right information necessary for dispatch at the 911 call center. Jody Kenyon, Manager/Technical Support of Public Safety, Pasco County says, "The challenge was put forth by the state of Florida when they adopted Alyssa's Law, requiring schools to be able to make an emergency alert to a 911 center." Pasco County Schools decided to use CrisisGo's Direct 911 feature to meet their needs as it is designed to instantly alert dispatch at a faster rate on software that dispatch is already using. Implementation started by entering the building addresses into the CrisisGo console and verifying the exact GPS locations. Then, contact names and phone numbers were entered for each location (with some locations having more than two contacts) that would receive the initial call. When the alert was triggered, the 911 call center received the GPS location and vital information for the school, integrated directly into their 911 call handling system. While first testing the Direct 911 feature at Pasco County Schools, CrisisGo realized more information was necessary for dispatch.



Customer Profile

Pasco County, Florida covers 868 square miles. Pasco County Schools is the 48th largest school district in the U.S. and the 10th largest school district in Florida. The mission of Pasco County Schools is to provide a world-class education for all students to prepare them for success in college, career, and life.

Industry: Pre K-12 Education

Region: Pasco County, FL

Total Schools: 99

Total Students: 81,641

Customer Since: 2019

The Solution

After configuring the application for an alert, CrisisGo added in the type of alert, the school name and the contact's name that sent the alert. Further testing of the system showed that the first auto-generated call to the first person on the contact list had some potential risks since there was a delay on the information going to 911. Pasco County Schools asked, "What if they don't pick up?", which made CrisisGo start to think carefully about how many contacts this call would go through and how much valuable time this would take with a delay to 911. If no one picked up, that would result in the 911 center not being connected to a voice call and would reduce awareness of an active event. Pasco County Schools asked if we could, instead, send an auto-generated message to the 911 center first. This automated message would inform the 911 center of the school name, threat status, address and name of the person that triggered the alert. Once that message is processed in the 911 center, CrisisGo would then dial the first contact, second, and so forth until it has connected the school to someone at the 911 call center site.

Working again with CrisisGo, their technology, their developers and all the architects behind their solution, we were provided with the additional details of who was making the call, who triggered the event, and what type of event was being triggered. We don't typically see that on a 911 call screen.

Jody Kenyon

Manager/Technical Support of Public Safety
Pasco County

CrisisGo went to work on the automation request and brought in the CrisisGo Technical Team to assist. After some additional testing, it was a success. Pasco County Schools now have a Direct 911 feature that can automate a call with the 911 center instantly, allowing a much faster notification to first responders. Once the 911 center hangs up after receiving the alert with vital information, it will start to call the contacts listed at the affected school, one by one. Kenyon states, "The development of that solution has been the key for us. It provided us that quick connection that there was something occurring at a given school, whether it was through a voice or digital message."



The Results

Pasco County has the Crisis Go app installed on every one of their devices, so the addition of the 911 call provides a much needed backup if the application doesn't trigger for some reason. The 911 center still gets a call notification of an active event. Kenyon says, "We all worked hard to get that feature right."

There are instances where there may be reports of a suspicious person on a campus or someone carrying something that may look like something else and that triggers an event at the campus for a lockdown. The alert is immediately delivered to the dispatch center with the necessary information so that they can make proper response decisions. Even the drills that the schools run help the 911 dispatch staff become acclimated to the CrisisGo app. They can

see what is happening and they see the rostering occurring in real-time. Jody adds, "They can reply back to the schools that the call was received at 911, and they're monitoring."

In collaboration with Pasco County Schools and the Pasco 911 Center, CrisisGo has transformed the Direct 911 feature into a product that reliably and efficiently communicates needed information to the 911 center with lightning speed and data accuracy. In closing, Kenyon says, "The best part was that nobody ever said no. It was 'What do you want to do? We can do that. We can make that happen.' That was the attitude from everybody from Pasco County Schools, Pasco 911, and most importantly, CrisisGo who developed every little thing we asked for. This update gave us exactly what we needed."

