

# How Putnam County E911 (IN) Is Improving Their Emergency Response Capabilities With Caliber's FirstAlert Application

## OVERVIEW

As Director of Putnam County E911 (IN), David Costin is always searching for more reliable and efficient ways to provide timely alerts to first responders. After attending a presentation on mobile alerting solutions, David recalled a haunting statistic: "During an active shooter event, approximately three children per minute are killed or injured." David understood that every second counts and recognized the significance of having a mobile alerting solution in place.

After researching his options, David selected Caliber's FirstAlert application to be implemented at the five school systems throughout Putnam County. The one-touch emergency alerting application reduces response times by notifying 911 instantly, sending automatic messages to involved users.

***"We picked Caliber's FirstAlert solution because it's easy and fast and all you need is an internet connection."***

**David Costin, Director**  
Putnam County E911 (IN)

## AT A GLANCE

### Challenges

- Response times not as low as they could be
- Lack of communications with other organization members
- Lack of communications with emergency responders

### Benefits

- Critical location data & nature of emergency delivered automatically
- Two-way communications with other users and emergency services
- Communicate discreetly through text when you can't call 9-1-1
- Supported on multiple device types and platforms



## APPROACH

David procured funding for the project through the Secured School Safety Grant, a yearly grant available to school districts in Indiana to address potential safety threats. The funding covered the startup costs for implementing the FirstAlert solution at the 11 campuses across five school systems in the county.

Putnam County E911 worked with South Putnam Community Schools as the initial host for the setup and implementation for the new mobile alerting app. FirstAlert connects authorized users within the school system to each other and directly to the computer-aided dispatch software at Putnam County E911. Through this integration, their CAD creates an incident automatically when an alert is activated, significantly improving response times. Putnam County E911 utilizes Caliber's CAD NG solution in conjunction with the FirstAlert application. FirstAlert, however, can also be integrated with third-party CAD solutions if desired.

## RESULTS

FirstAlert provides critical location data and information about the nature of the incident automatically when an alert is activated. It also provides the user with a way to communicate discreetly in an emergency when it isn't safe to make a call.

In the Spring of 2022, David, along with area first responders and faculty at the Cloverdale Community Schools, conducted an active shooter exercise that included testing of the FirstAlert application. David observed that it only took 21 seconds from alert activation for responders to begin receiving critical location data and information regarding the nature of the test emergency.

***"We performed a full-scale Active Shooter exercise to test using the app. The main mission of the drill was accomplished with flying colors. The only issue we ran into was how easy it was to accidentally log out of the chat, but once that was passed along, it was fixed."***

The experience, and the proof-of-concept provided by the test, were reassuring to David, who was effusive in his praise of the company and its software. "Caliber is very innovative and attentive to their products," he concluded, "constantly seeking input from customers about their needs and wants in order to put the best product out there."

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[www.caliberpublicsafety.com](http://www.caliberpublicsafety.com) | 336-397-5300 | [info@caliberpublicsafety.com](mailto:info@caliberpublicsafety.com)