

# Post Falls Police Department – Case Study



FRONTIER PARTNERS WITH POST FALLS POLICE DEPARTMENT, IDAHO FOR NEXT-GENERATION 911

Nestled in scenic North Idaho, the Post Falls Police Department is responsible for the public safety of nearly 30,000 residents in Post Falls and more than 7,000 residents in the nearby city of Rathdrum.

The police department also provides assistance to other law enforcement and emergency response agencies throughout the larger metropolitan area of Coeur d’Alene, ID-Spokane, WA and their population of more than 600,000 people.

To better serve and protect local citizens, the Post Falls Police Department recognized the need to upgrade its 911 system so that they could improve internal communications processes and reporting. In 2013, the department selected Frontier Communications to help replace the department’s existing system and position the department for next-generation 911 capabilities in the months to come.



## Needs and Challenges

Upgrading its existing system was by far the police department’s most pressing need. Public agencies tend to upgrade their systems on a 10-year or even 15-year cycle, so the time was right to upgrade.

Nationally recognized for its technology advancements, Post Falls was eager to invest in a state-of-the-art program with a supporting data networking and phone system. The department received a grant from the Idaho Emergency Communications Commission in the amount of \$406,00.00 which covered the cost of the new 911 phone system.

The upgrade, however, was not without its challenges. Among the biggest challenges were integrating the new system with the police department’s older phone equipment. Post Falls required a partner that could tackle this need, and this challenge, head-on.

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## The Solution

Post Falls selected Frontier Communications in mid-2013. Frontier won the competitive bid not only because it has a sizable local support team — approximately 130 employees are based in North Idaho —but also because of the company’s excellent customer service.

John Mittmann, the police department’s information technology director, and Charlene Holbrook, the department’s communications director, said Frontier’s team was pro-active throughout the entire project, from pre-installation to post-installation.

## Frontier Partners with Post Falls Police Department, Idaho for Next-Generation 911

Over several months, Frontier worked with the police department to:

- install the Cassidian Vesta 4.0 system including software with mapping capabilities so dispatchers can see where 911 calls originate
- improve search options for the department's 14 dispatchers and 41 patrol officers and customize real-time reports for internal and external audiences
- consolidate phones so both 911 calls and non-emergency calls can be answered with the same phone, saving desk space — a big plus for dispatchers
- position the department for future next-generation 911 upgrades, including texting and video capabilities

### Results

Frontier's team was on-site, thorough, and attentive to the police department's wants and needs, and completed the project on time, Post Falls officials said.

"Frontier has proven to be a true partner in working with our office as well as the 911 center," said R. Scot Haug, Chief of Police of the Post Falls Police Department. "The installations were well planned and managed from start to finish. This resulted in minimal downtime – a very critical element when working with 911."



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"Law enforcement agencies continue to seek technologies that are highly effective with respect to public safety and increase their capabilities to serve this critical role in the community," said Tom Murn, General Manager for Frontier Communications in Coeur d'Alene. "That is one reason partners such as the Post Falls Police Department count on Frontier as a proven technology leader and provider of efficient and cost-effective voice, video and data solutions."

Mittmann and Holbrook said the Post Falls project was a sizable undertaking but Frontier's team worked hard to make the transition seamless. The department receives more than 126,800 calls a year, including more than 10,700 calls to 911.

"The Frontier team was very responsive," Holbrook said. "We felt like our installation was the highest priority project for Frontier and were informed every step of the way. The type of personalized customer service that Frontier provided is hard to come by in this industry, and we couldn't be more pleased with their service level."

As a member of a statewide IT committee, Mittmann regularly shares his experiences with his counterparts at other agencies. Post Falls would highly recommend Frontier to other law enforcement and emergency response agencies as they look to upgrade their 911 systems.

That's especially true since the new system in Post Falls is "200 percent" better than the old one, Holbrook said.

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— R. SCOT HAUG, CHIEF OF POLICE, POST FALLS  
POLICE DEPARTMENT

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