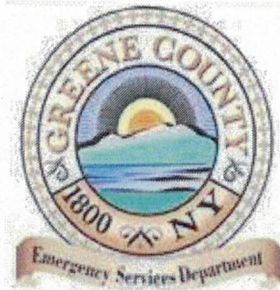


John P. Farrell Jr.
Director



Randy M. Ormerod
Deputy Director

**Greene County
Department of Emergency Services
Cairo, New York 12413**

July 3, 2017

To: Greene County Legislature, Greene County Public Safety Committee, Greene County Emergency First Responders, Greene County Department Heads and Greene County 911 Dispatchers.

As many of you may have heard by now Greene County Emergency Services has entered into an agreement with Tyler Technologies to replace the Computer Aided Dispatch system (aka CAD) in the 911 Center. Our project team is working with Tyler Technologies to coordinate the project. Below are the mission statement and the goals adopted by the project team members.

Mission Statement

To successfully transition from our legacy core software to the Tyler software as quickly and efficiently as possible, provide proper training, limiting disruption and maintaining day-to-day operations. Accomplishing the transition on time, under budget and meeting the expectations of our organization.

Goals

- ❖ Design workflow models and business rules to reduce errors
- ❖ Stabilize the operational environment with standard software and hardware
- ❖ Enhance operational effectiveness
- ❖ Improve the flow of information between Dispatch and First Responders
- ❖ Eliminate duplications of data
- ❖ Increase the ability to analyze data
- ❖ Train employees

Training is a very important component of the installation and implementation process. Training sessions will be held for everyone who is required to use the new applications in the performance of their duties. Everyone who is required to use the system will be notified well in advance of the training schedule.

There will be changes in the way we presently process data and do workflow. Greene County Emergency Services will be reviewing and modifying existing policies and protocols to ease transition and to take advantage of the workflow features which are part of the new applications. Changes in the way business is conducted may be difficult for some to accept. There may be some bumps in the road, and some frustrations. However, the project team members are committed to providing the training and transition assistance that will ensure that disruptions will be limited and problems minimized.

The next few months, although busy, will be very exciting. This new CAD will allow Greene County 911 to enhance their operation 110%. Project success will require patience, understanding, and cooperation from everyone. I am confident that each department will support the extensive endeavor.

Sincerely,



John P. Farrell Jr.

Director

Greene County

Emergency Services