

St. Clair County Makes Public Safety a Priority with Geo Blade Dispatch

St. Clair County, Michigan



Nestled on the shore of Lake Huron, St. Clair County, Michigan, is a quiet community that stands apart. Also known as the Blue Water Area, St. Clair County sits at the mouth of the St. Clair River, one of the heaviest traveled rivers in the world. Although the County lies in the Thumb area of Michigan and borders Canada, it forms part of the Metro Detroit area and is home to residents who enjoy a variety of pastimes such as golf, fishing, and various water sports.



“Our community is fairly rural,” said Justin Burns, GIS Coordinator for St. Clair County. “The people are very friendly, and a lot of them enjoy watching the freighters and boating on the river.”

St. Clair County is dedicated to protecting its citizens and continuously strives to protect the community with the best public safety software on the market. The County previously used a program in which data resided on each local government professional's PC rather

than on a centralized server. This setup made updating critical data very difficult, and the process was extremely time-consuming.

When the County decided to update their system, the citizens accepted the change with open arms. “Our citizens are open to new technologies and the idea of moving forward,” said Burns.

St. Clair County selected Geographic Technologies Group (GTG) to implement its Geo Blade software solutions for public safety. The County is currently utilizing GTG's Geo Blade Dispatch application, a mapping interface that provides E-911 dispatchers with an interactive map displaying the location of emergency calls. The Geo Blade software suite is built on ESRI's ArcGIS Server technology. This state-of-the-art technology makes updating and accessing essential data easier than ever.

“I really like that we can update a configuration from one central location, and everyone's machine sees the same configuration,” said Burns. “This server-based application makes data maintenance much easier.”

This easy-to-use and user-friendly environment saves countless hours in time, and dispatchers are guaranteed to have accurate data when dispatching emergency personnel to a scene. Having accurate data is critical to responding to an incident in a timely manner.

“It's very helpful to have up-to-date addresses for locating incidents quickly, as well as the ability to find latitude and longitude for marine patrol navigation,” said Burns, who enjoyed the simple installation process of Geo Blade Dispatch. “The ability to hyperlink various supporting documents from features on the map is also convenient.”





Geo Blade Dispatch provides a clear return on investment for St. Clair County, improving productivity and increasing efficiency while saving time, money, and potentially lives in the process.

Burns is hopeful of what the Geo Blade public safety applications will do for the County's future. "I hope that the products continue to provide the County with all of the information they need to respond to calls effectively."

Burns said that working with GTG has made implementing Geo Blade Dispatch a very pleasant experience. "Everyone has been very willing to go above and beyond, and they always make sure that any ideas or suggestions we have get looked at seriously," he said.

Thanks to the many benefits of GTG's Geo Blade Dispatch, as well as the support of the citizens, St. Clair County will continue to serve and protect their community, while seeing a clear return on their investment, for many years to come.

Geographic Technologies Group

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