

CASE STUDY

MOBILE COMMAND UNIT HARRIS COUNTY, TEXAS



AWARD-WINNING MOBILE COMMAND UNIT

The Harris County Sheriff's Office (HCSO) Mobile Command Unit was awarded the "Technology Leadership Award for a Large Agency" by the Association of Public-Safety Communications (APCO) International. This award recognizes centers like HCSO for their use of technological advancements to benefit their employees and the citizens they serve. Harris County was honored at the 2015 APCO annual conference and expo in Washington, D.C.

This is not the first national award for the HCSO Mobile Command Unit; in 2009 it received the "911 Outstanding Call Center Award" by the E911 Institute and National Emergency Number Association (NENA). The unit was recognized for its excellence in providing and maintaining life-saving emergency communications during the devastating category 2 Hurricane Ike.

"It is an honor to recognize the everyday heroes of 911," said Gregory Rohde, executive director of the E911 Institute. "The Mobile Command Unit's consummate professionalism in handling critical situations proves there is no such thing as an ordinary day for the thousands of men and women who are the vital link between the citizens of the communities they serve and the help they desperately need."

STAYING ONE STEP AHEAD

The Harris County Sheriff's Office is a proven national leader in mobile command platforms, staging and deployment strategies, training regimens, and in the implementation of various high-tech communication technologies. "We have always tried to stay one step ahead," says Sergeant Bryan Rudel, of Mobile Command Post Operations. "Maintaining and recording emergency communications is vital to our mobile operations."



HigherGround®



HARRIS COUNTY SHERIFF'S OFFICE

Founded in 1837, HCSO is the largest Sheriff's Office in Texas and the third largest in the United States.

4 million
CONSTITUENTS

4,000
EMPLOYEES

With their Gulf Coast location near Houston's major sea and airports and the proximity of NASA's Johnson Space Center, HCSO needs to be ready for anything. As early as the 1950s, Harris County began deploying converted travel trailers that served as command post operations. Today, HCSO has a wide range of adaptable units ready to deploy on a moment's notice, capable of continued and sustained operations with little or no outside support.

HARRIS COUNTY SHERIFF'S OFFICE MOBILE COMAND UNIT CASE STUDY, *continued*

"We have been using the HigherGround call recording solution since 2002, due to their recording reliability and consistent support. Now we have expanded our mobile operations to four mobile command vehicles, including one that has been designed to serve as a 10-position Joint Operations Center. Each of the units has HigherGround's Capture911 software installed."

The mobile units are deployed a couple of times per week on average for severe weather, man hunts, lost children searches, man-made disasters, high profile sporting events and, on occasion, to support NASA's Johnson Space Center.

"The customer support has been tremendous," says Rudel. "Also, the Capture911 product is very user-friendly and easy to learn. That is important — especially for our mobile units."



HigherGround®

MOBILE COMMAND UNITS CAN BE QUICKLY DEPLOYED DURING

- Severe weather
- Man-made disasters
- High-profile events
- NASA Space Center events
- Terrorism drills
- Manhunts/amber alerts

"the Capture911
product is very
user-friendly
and **easy to
learn**"

capture911™

CRITICAL
COMMUNICATIONS
RECORDING
WITH CERTAINTY.

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