

## Colorado First Responder Agencies Modernize Public Safety Systems with Oracle

### Enhancing Collaboration and Response Capabilities with Oracle's Cloud-Based Public Safety Suite

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First responder agencies in Archuleta County, Colorado, have modernized their public safety systems using Oracle Public Safety's unified hardware and software suite. This transition to a cloud-based platform has improved communication, collaboration, and operational efficiency across agencies, leading to faster response times and enhanced situational awareness for both first responders and citizens. Since going live in March 2024, these agencies have continued to adopt regular updates and innovations in the suite.

#### Addressing Unique Challenges in Archuleta County

Surrounded by nearly three million acres of National Forest, Archuleta County experiences significant seasonal population fluctuations due to tourism. Before implementing Oracle's public safety technology, local first response agencies relied on outdated systems that hindered inter-agency coordination. Without a centralized communication system, information sharing between the five key organizations—including the Pagosa Springs Police Department, Pagosa Fire Protection District, Pagosa Springs Medical Center EMS, Archuleta County Combined Dispatch Center, and the Archuleta County Sheriff's Office—was limited to radio communication.

Sheriff Mike Le Roux highlighted the impact of these limitations: *"Our agencies are responsible for 2,000 square miles, and the number of people in the region varies significantly throughout the year. Our previous dispatch and CAD systems could not keep pace with multiple incidents simultaneously due to a lack of centralized information across agencies. Oracle Public Safety Suite allows us to optimize staffing, enhance communication, and quickly resolve incidents."*

#### Operational Improvements and Efficiency Gains

The deployment of Oracle's suite has brought transformative changes across various first responder units:

- **Improved Reporting Efficiency:** Sheriff's Office personnel can now complete reports using tablets in the field instead of returning to the station, increasing their time spent on community patrol.
- **Faster Booking Process:** The streamlined system has reduced the booking process from over 45 minutes to as little as 15 minutes.

- **Enhanced Situational Awareness:** The suite's real-time data-sharing capabilities provide all responders with up-to-the-second incident details, improving decision-making and coordination.
- **GIS Mapping for Emergency Response:** Advanced mapping tools enable dispatchers and field responders to pinpoint caller and responder locations, reducing response times and improving public safety.

Chief of Police William Rockensock emphasized the benefits of the new system: *"With Oracle Public Safety Suite, we have a complete real-time view of officer locations and incident details. Having instant access to this critical information enhances our department's efficiency and ability to maintain public safety."*

Connie Cook, Deputy Chief for Pagosa Springs Medical Center EMS, also noted improvements: *"Oracle's primary CAD mapping enhances GIS coordination across agencies. Our mobile data terminals allow us to relay information faster, significantly improving patient care."*

#### Cloud-Powered Security and Efficiency

Built on Oracle Cloud Infrastructure (OCI), the Oracle Public Safety Suite ensures scalability, security, and compliance with CJIS Security Policy requirements. The platform's cloud-based nature allows agencies to quickly deploy new capabilities without extensive IT overhead, reducing costs and complexity.

Steve Seoane, Senior Vice President and General Manager of Oracle Local Government, stated: *"Our goal is to make first responders' jobs more efficient and productive. Archuleta County's deployment of Oracle Public Safety Suite provides cross-agency insights and operational efficiencies, ultimately improving public safety outcomes."*

For more details about Oracle Public Safety Suite, visit: [www.oracle.com/government/state-local/public-safety](https://www.oracle.com/government/state-local/public-safety).