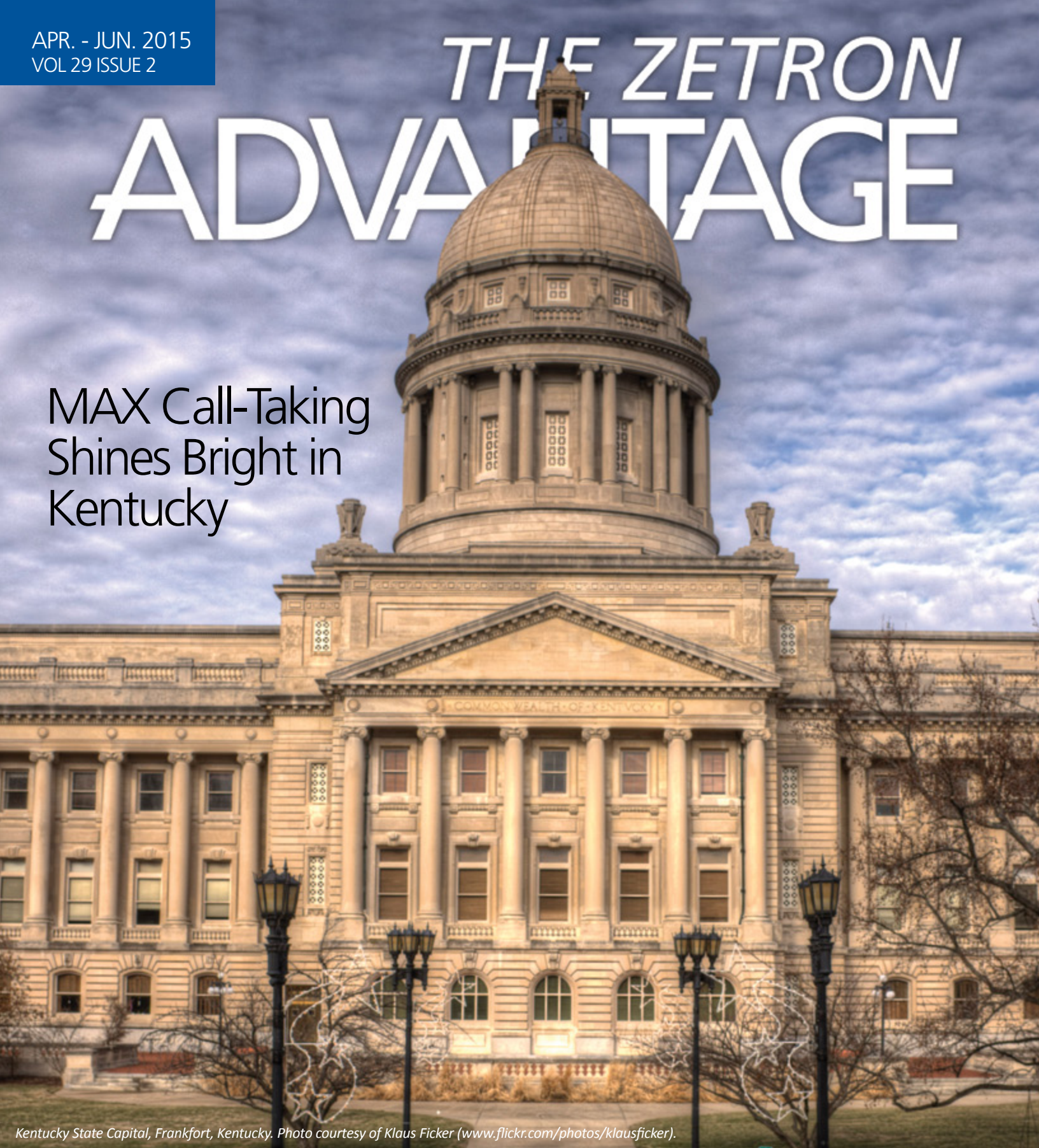


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THE ZETRON ADVANTAGE

MAX Call-Taking
Shines Bright in
Kentucky



Kentucky State Capital, Frankfort, Kentucky. Photo courtesy of Klaus Ficker (www.flickr.com/photos/klausficker).

Also in this issue...



**Anson County, NC,
Doubles Down**



**Maximum Control for
North Bellmore Fire**



Frankfort, Kentucky. Photo courtesy of Klaus Ficker (www.flickr.com/photos/klausficker).

MAX Call-Taking Shines Bright in Kentucky

The MAX Call-Taking system recently installed at the Frankfort-Franklin 9-1-1 Center in Frankfort, Kentucky, has proved to be so successful that the center has become a “lighthouse” site—a model for other agencies interested in the system.

9-1-1 administrators have many factors to weigh when selecting new communications equipment. Due to the critical nature of the services they provide, their equipment must be reliable, up-to-date, cost effective, and well supported. In recent years, it has also become increasingly important to ensure that 9-1-1 equipment is designed to accept a wide variety of “next-generation” messaging formats—such as text, video, and photos—in order to keep pace with the technologies most people are using.

These are some of the reasons why the Frankfort-Franklin County 9-1-1 Center in Frankfort, Kentucky, recently installed Zetron’s IP-based MAX Call-Taking system. The success of the implementation has made the system a showpiece for other agencies looking at updating to Next-Generation i3-ready 9-1-1 equipment.

Frankfort-Franklin County 9-1-1

Frankfort-Franklin County 9-1-1 is the public safety answering point (PSAP) for the city of Frankfort and surrounding Franklin County. “We’re a one-stop shop,” says Frankfort-Franklin County 9-1-1 director, Deron Rambo. “We take the area’s 9-1-1 calls and provide dispatching for the Frankfort Police Department, the Franklin

County Sheriff’s Office, Frankfort Fire and EMS [emergency medical services], Franklin County Fire and Rescue, Frankfort-Franklin County Emergency Management, city animal control, county animal control, and the Franklin County coroner. Last year we took nearly 150,000 calls.”

Another one bites the dust

As is so often the case, the situation that triggered the need for a new call-taking system was the fact that the agency’s existing system had reached its end of life. It was operating well enough, but if anything were to go wrong, it could be difficult if not impossible to repair. “We couldn’t even get parts anymore,” says Rambo.

Making the case

In order to be granted permission to obtain new equipment, Frankfort-Franklin 9-1-1 had to make a strong business case for it. But it was not a difficult case to make. “We went to our city leaders and explained what we needed and why,” says Rambo. “They gave us the commitment and support necessary to move forward with the project.”

Finding the solution

Once they had permission to proceed, Rambo and his team looked at a number of systems. “We met with a variety of vendors in search of the best possible product,” Rambo explains. “We wanted to be sure we were getting the best functionality, service, and value for the price.”

They also consulted with their ongoing service provider, RCS Communications. With offices in Lexington and Louisville, Kentucky, RCS provides a range of communications equipment solutions and services to customers throughout Louisville, Central Kentucky, and Southern Indiana.

RCS felt that of all the options being considered, Zetron's MAX Call-Taking was the solution that would best meet the PSAP's needs. "The Zetron platform is rock solid and offers the richest features and functionality," says RCS Communications senior systems engineer, John Elder. RCS would also support the system after it was installed. This was no small thing. "I can't speak highly enough of RCS," says Rambo. "They're very good at what they do, so their recommendation carried a lot of weight."

After considering all of the possibilities, Frankfort-Franklin County 9-1-1 decided to obtain and install a five-position MAX Call-Taking system. "When we took everything into account, it was pretty clear to us that Zetron was the best solution for us," says Rambo.

Flexible funding

One factor that helped make the project possible was a funding mechanism that would allow Frankfort-Franklin 9-1-1 to purchase the equipment through a low-interest, lease-to-own program extended to them by the Kentucky Association of Counties (KACo).

"Thanks to help from both KACo and the Kentucky League of Cities," explains Rambo, "we were able to purchase the equipment sooner rather than later. This was critically important, given the state of our existing equipment. We qualified for help from both organizations because we're both a city agency and a county agency," he adds.

The new solution takes shape

Elder says that RCS worked with Zetron from the start to create a solution designed to meet the customers' needs. "We coordinated with Zetron's sales and engineering staff before they sent us the system to ensure that it would be designed according to what the customer required," he says. "Zetron then shipped the system to our service facility, where we staged it and put it into full operation before implementing it at the PSAP. The customer also came to our facility during staging to review it."

“MAX Call-Taking is...easy to use, puts resources at our dispatchers' fingertips, and will give us a smooth transition to Next-Gen.”

*Deron Rambo, Director
Frankfort-Franklin County 9-1-1*

The MAX Call-Taking system was then taken to the PSAP and installed several positions at a time, starting with two set up in a conference area for testing and training. When this phase was completed, the positions were all installed in the communications room, and the system was cut over.

"This all took place on November 13, 2014," says Rambo. "It was my birthday, but I hardly noticed because I was more concerned about the cutover. As with any electronic equipment or device, you want it to run perfectly from the start. It doesn't always turn out that way, but in this case, it went very well. We didn't have any issues then, and we haven't had any since."

A great system

The new solution is indeed delivering the updated functionality and next-generation capabilities the agency was seeking at a price they can afford. And it is backed by the ongoing, trusted services of RCS Communications.

The implementation has been so successful that Frankfort-Franklin 9-1-1 is serving as an example for other agencies that are considering MAX Call-Taking and want to see the system operating in a real-world environment.

"MAX Call-Taking is a great system," says Rambo. "It's easy to use, puts resources right at our dispatchers' fingertips, and will give us a smooth transition to Next-Gen." ■



MAX Call-Taking

Zetron's award-winning, SIP-standards-based, i3-ready call-taking solution.

Features:

- Next-Gen 9-1-1 and i3 ready.
- Intelligent, intuitive UI for faster response times.
- Flexible, enhanced call handling.
- Automatic Call Recovery*.
- High-availability architecture.

**If supported by your network.*

New 9-1-1 Center Doubles Down with MAX Call-Taking and Dispatch

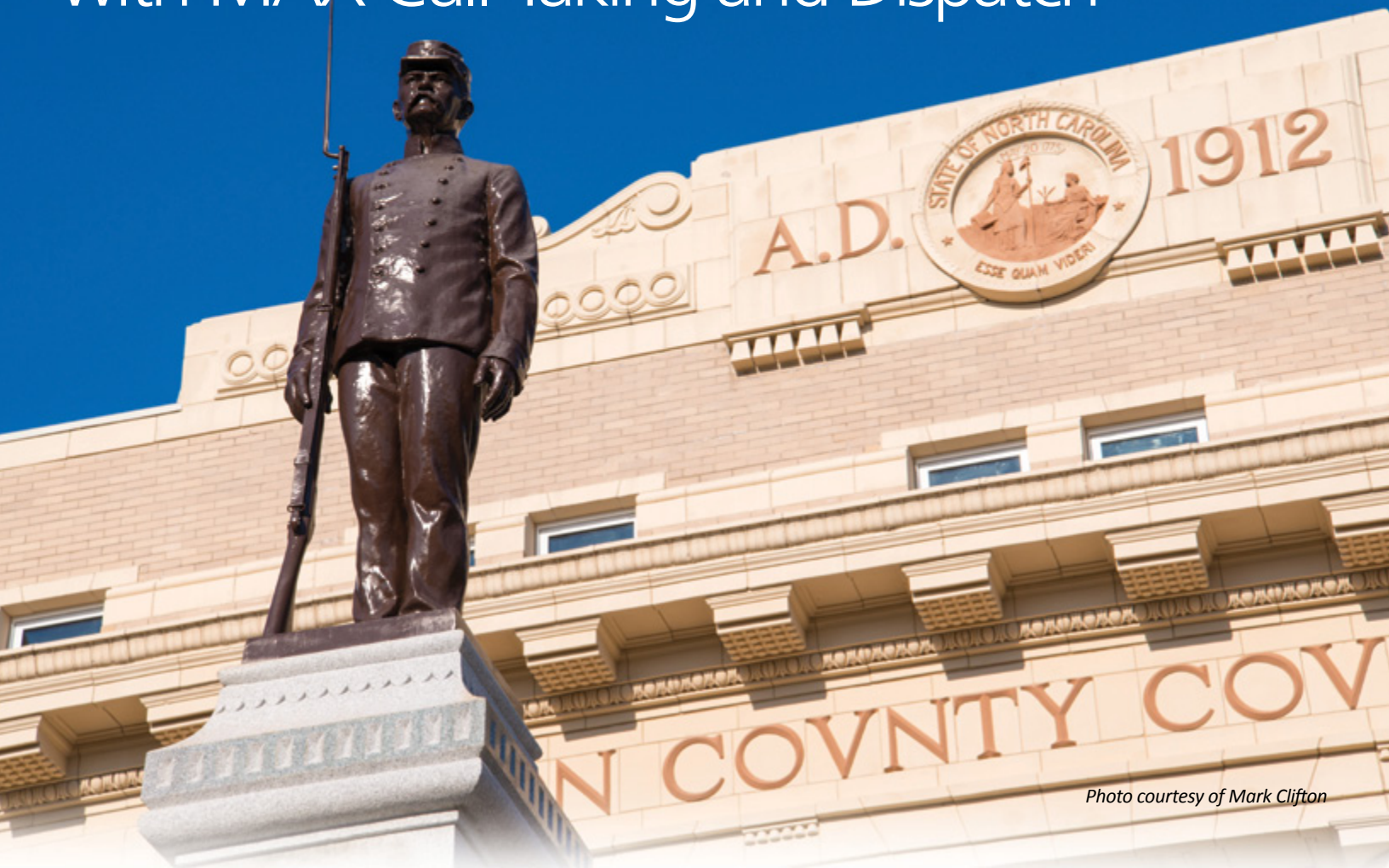


Photo courtesy of Mark Clifton

The recent installations of Zetron's MAX Dispatch and MAX Call-Taking systems in the new, Anson County 9-1-1 center prepare the agency to share mutual backup with nearby agencies running the same systems.

The new 9-1-1 center that recently opened in Anson County, North Carolina, is a major improvement for the area and its residents. The building itself is built from the ground up to serve as a public-safety and emergency center. Plus, the public safety answering point (PSAP) it houses is equipped with two of the industry's most advanced IP-based communications systems—Zetron's MAX Call-Taking and MAX Dispatch. As a result, the center is set up with IP-based solutions that provide the most up-to-date functionality. They will also allow the 9-1-1 center to share potentially life-saving backup operations with neighboring 9-1-1 centers that are also using MAX Call-Taking and Dispatch or are planning to do so in the near future.

Anson County 9-1-1

Anson is a rural county with a population of only about 27,000 and a total area of about 540 square miles. Its 9-1-1 Operations Center answers all 9-1-1 calls that originate in the county and also

provides public-safety and law-enforcement dispatching for all of the agencies within the county, except the Wadesboro Police Department, which has its own dispatch operation.

Despite the Anson County's relatively small size and population, its 9-1-1 center is responsible for delivering the same reliable 24/7 call-taking and dispatch services any urban or suburban center must provide. That's why, when they recently decided to construct a new public safety building in Anson County, they also decided to equip it with new communications systems that would allow them to share resources and backup with other public-safety agencies. This would ensure that, even if they were to lose power or had to evacuate their building, their 9-1-1 calls would be answered, and responders would be dispatched to the scene without delay.

Help with funding

The project for Anson County was extensive. It involved planning, financing, constructing, and equipping an entirely new 24,000-square-foot facility to house the county's emergency medical services (EMS), fire marshal, emergency operations director, and 9-1-1 call center.

For a county as small as Anson, funding new public-safety projects can be challenging. But it is the mission of the North Carolina 9-1-1 Board to help reduce the financial burden of such projects. And in the case of Anson County, the 9-1-1 Board's assistance played an important role.

"The 9-1-1 Board awarded us a grant to pay for some of our new 9-1-1 equipment," says Anson County IT manager, Randy Gullede. "The grant didn't apply to the building, but the funds we received helped us equip the center in a way that would support both our current operations and our future plans."

Choosing MAX Dispatch and Call-Taking

Although Gullede considered a number of systems to equip the new 9-1-1 center, he had strong preference for Zetron's MAX Dispatch and MAX Call-Taking systems. This was in part because the center had been using Zetron equipment for many years, and they were happy with its reliability and performance. In addition, their long-time communications equipment and service provider, Radio Communication Company (RCC), recommended the MAX systems.

"They are state of the art," says RCC president, Ken Brody. "We felt they would do the best job of serving Anson County and meeting their goals, including preparing them to serve as a backup at some point or even a regional center if that possibility should arise."

A visit to Moore County

Before making their final decision on the equipment, Gullede and his planning team paid a visit to nearby Moore County, North Carolina, to see their recently installed MAX Dispatch and MAX Call-Taking systems. "We were very impressed with the systems' appearance and operation," says Gullede.

After completing their necessary due diligence and considering all of the options, Anson County made its decision to go with the Zetron equipment. With the help of RCC, they obtained nine positions each of MAX Call-Taking and MAX Dispatch.

Unfettered access

Brody says that it's something of a luxury to be able to install equipment in an unoccupied space. "Installing the new systems in a newly constructed, empty building made the implementation easy to manage and execute and gave us free, unfettered access. Once it was all set up, we did our testing and worked with the

telecommunicators and administrator to create screen displays that met their needs. Because we were able to spend the time necessary to get things set up the way they wanted, by the time the systems went live, all of the fine tuning had been done."

High interoperability

Brody says that one unique aspect of Anson County's MAX Dispatch system is the way it interfaces to several radio networks. "We linked it to the city, county, and state radio networks, including the North Carolina 800 MHz VIPER [Voice Interoperability Plan for Emergency Responders] trunking system," he says. "A key strength of MAX Dispatch is its ability to integrate with many different systems and provide the high levels of interoperability agencies require."

“I was impressed when I saw it, impressed when we got it... and I'm still impressed.”

Randy Gullede,

IT Manager Anson County, NC

Rave reviews

The equipment, which went live on September 30, 2014, has been running smoothly and exceeding expectations ever since. "I was impressed when I saw it, impressed when we got it, impressed at the 'go-live,' and I'm still impressed," says Gullede. "The equipment has been completely resilient and given us no issues whatsoever. I'm thoroughly satisfied and couldn't be more pleased."

Anson County 9-1-1 Center Director Holly Mullis says that she, too, is happy with the system, and so are her telecommunicators. "They like its ease of use, the layout of the dispatch console screens, and the accessibility of the paging buttons," she says. "It's a great system that will meet our needs far into the future."

But perhaps most important of all is the fact that the new equipment moves Anson County closer to the goal of ensuring that, even if their system or site goes down, their 9-1-1 calls will be answered.■



MAX Dispatch

Features easy expansion, resource sharing across systems, and remote operations. Also offers easy, cost-effective migration from legacy to emerging technologies.

Features:

- Intelligent, intuitive UI for faster response times.
- End-to-end network redundancy.
- Low-cost expansion, upgrades, and maintenance.
- High interoperability.
- Resource sharing and backup across distributed sites.
- Dispatch over a laptop or tablet as well as the control room.

MAX Dispatch Gives North Bellmore Fire Maximum Control

The North Bellmore Fire Department's new MAX Dispatch system supports nearly 200 auxiliary inputs/outputs (aux I/Os) that are used to monitor and control a host of vital functions from the console.

In many areas throughout the Northeastern United States, there's a history of each town and hamlet providing its own volunteer fire-fighting services. This tradition is alive and well on Long Island in New York State. As a result, the region has a high number of small fire departments that are responsible for a relatively small area. Some cover four or five square miles or less; one department covers only six blocks.

Regardless of the size of its service area, however, each fire department has important responsibilities to fulfill. First and foremost is the task of ensuring that first responders are sent to the scene of a fire or other emergency as quickly as possible. Nearly as important but less obvious is the fact that volunteer fire departments must also oversee a host of functions throughout their facilities—which often include multiple firehouses that are staffed only during an emergency.

At the North Bellmore Volunteer Fire Department in Nassau County on Long Island, they are now able to fulfill these responsibilities more effectively than ever before, thanks to the Zetron MAX Dispatch system recently installed for them by Zetron reseller, All Service Controls. The system has been designed to support nearly 200 auxiliary inputs and outputs (aux I/Os). These are critical to North Bellmore because dispatchers use them to monitor and control the many alarms, switches, doors, sensors, and other functions that the department's life-saving services depend on.

North Bellmore Fire

The North Bellmore Fire Department (NBFD) protects a 4.3 square-mile area that encompasses North Bellmore and the hamlets of Bellmore, East Meadow, North Merrick, and parts of Wantagh. The NBFD's services include fire suppression, emergency medical services, HAZMAT response, and technical rescue. They also dispatch for their own agency and several fire departments nearby.

All Service Controls

When the NBFD decided the time had come to replace their obsolete dispatch system, they enlisted the help of All Service Controls to find, obtain, and install a new system that would meet their current and projected needs. Located in Oceanside, New York, All Service Controls provides dispatch and control systems and services to fire departments throughout Long Island. Because they had been supporting the NBFD's communications equipment successfully for a number of years, they were the logical choice to assist with the purchase and deployment of the new dispatch system.

Top priorities

North Bellmore Fire District Superintendent, John Caluori, says that their list of requirements for a new system was short but precise. "We wanted a system that would let us create screens that would mimic those on our old system," he explains. "This was a top priority because of our high call volumes. We hoped this approach would reduce training time and minimize disruptions as we transition to the new system."

Caluori says they also needed the system to support the 192 aux I/Os the NBFD uses to monitor and control departmental operations and functions from the console. "We have two firehouses, a dispatch office, a maintenance office, and a fire chief's office," he says. "We use the aux I/Os to monitor temperature alarms as well as sensors in areas that are prone to flooding. We use them to control garage doors, building doors, and traffic lights so we can clear roads nearby when we're dispatching fire or emergency vehicles. We also monitor our power supplies and backup generators. If there's no power at the firehouse, and the generator doesn't come on, the bay doors won't open, and our fire trucks can't go out."

“I love the system. It has been put to the test...and has performed perfectly.”

John Caluori

North Bellmore Fire District Superintendent

Love at first sight

All Service Controls senior engineer, Todd Grim says that, based on his previous experience with MAX Dispatch, he was convinced that it would be the perfect solution for the NBFD. He took Caluori and his team to view the MAX Dispatch system All Service Controls had recently installed at the Wantagh Fire Department nearby. That was all it took.

"When we saw Wantagh Fire's MAX Dispatch system, we fell in love with it," says Caluori. "It looked great and met our criteria."

The NBFD had found their new dispatch system.

Staging and installation

The new, two-position MAX Dispatch system was ordered and delivered and staged at All Service Control's office.

"We do as much as possible during staging to reduce the installation time at the final location," says Grim. "So once the system arrived, we rack mounted it, set up the computers, designed the screen layouts, and did our early testing. Then we had representatives from the fire department come to the office and give input on the screen layouts so we could make any adjustments they might want."

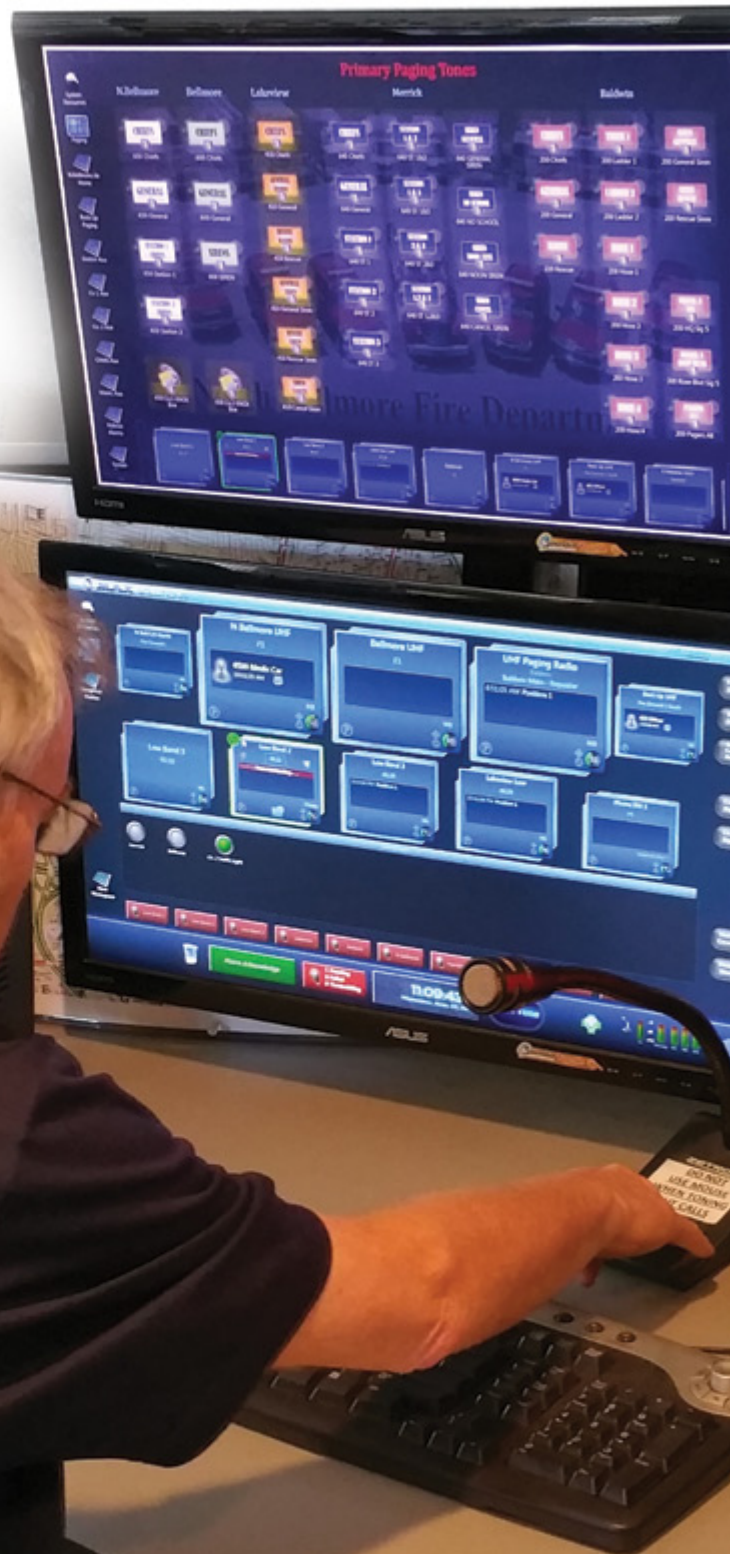
The equipment was then delivered to the customer's site. Because the equipment installation was part of a larger remodel, a temporary dispatch office was set up in another room so dispatch operations would be able to continue even as the remodel and equipment installation were underway.

"We installed the first console in the temporary office alongside the existing system and used it to train the dispatchers," says Grim. "When the remodel was completed, we installed the second console at the permanent location and moved the first console there from its temporary spot. Then we did our final testing, made sure things were running smoothly, and disconnected the old system."

"The transition was very smooth," says Caluori. "Todd and All Service Controls did a great job for us."

Perfect performance

Caluori says that the NBF's new MAX Dispatch is delivering on all counts. "I love the system," he says. "We put it to the test during several severe storms, and it performed perfectly. It's so user friendly that, even though I'm not a dispatcher, I can easily step in and help out when our call volumes get heavy. In addition, because MAX Dispatch is so expandable, it will allow us to install an additional console at a backup site in the next few years. This isn't something we'd originally planned for, but it's important because it will help ensure the continuity of our operations, moving forward." ■



North Bellmore Fire Department dispatcher, James Quigley.

Advantage Wins 'Award of Excellence'

Zetron's *Advantage* newsletter has won an "Award of Excellence" from the Society for Technical Communication (STC), Puget Sound Chapter. Among those cited in the award are: Tina Blade, marketing writer; and Laura Myhre, marketing communications manager.

"The newsletter does an excellent job of conveying its message to its intended audience," said one reviewer. **"The writing is well organized, clear, [and tells] a compelling customer story."** Another noted that the **"... design is professional and appropriate for the subject matter and the audience."** **"Overall, [it is] very well done,"** said another reviewer. **"I really enjoyed reading it."**

Upcoming Trade Shows:



RFUANZ	April 29 - 30, 2015 Melbourne, AU
UTC Telecom	April 30 - May 1, 2015 Wellington, NZ
CCW	May 5 - 8, 2015 Atlanta, GA
Comms Connect 2015	May 19 - 21, 2015 Barcelona, Spain
NENA Annual	June 30 - July 1, 2015 Denver, CO

For a more complete listing of Zetron-attended events, visit www.zetron.com/news/tradeshows.

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