

MAX Systems Support Narrowbanding, Improved Interoperability and Next-Gen i3

The recent installation of Zetron's IP-based MAX Dispatch and MAX Call-Taking systems at the public safety answering point (PSAP) in Lakewood, OH, has enabled the agency to become FCC narrowbanding compliant, improved their functionality and interoperability, and equipped them to serve their community for years to come.

Redmond, WA, U.S.A., June 13, 2013 –The recent installation of Zetron's IP-based MAX Dispatch and MAX Call-Taking systems at the public safety answering point (PSAP) in Lakewood, Ohio, has been deemed a success by PSAP administrators and city officials alike.

"Although the project was originally triggered by our need for narrowbanding," says Lakewood Mayor, Michael Summers, "it is giving us much more. It has not only improved our effectiveness, response times and interoperability, but it represents a critically important investment in public safety that will serve our community for years to come."

Both systems provide state-of-the-art IP-based functionality and feature the innovative, operator-centric user interface (UI) that has received so much praise since MAX Dispatch and MAX Call-Taking were released. The UI's ability to intelligently display critical information when it's needed simplifies operations and allows dispatchers to maintain focus on the task at hand. The systems are also set up so operators can manage both their dispatch and call-taking activities from a single headset.

Key benefits

The new systems support updated operations and prepare Lakewood for emerging technologies and standards. MAX Dispatch supported the PSAP's migration to Ohio's statewide Multiple Agency Radio Communication System (MARCS). This allowed them to achieve FCC narrowbanding compliance and greatly improved their interoperability across agencies and different manufacturers' radio equipment. MAX Call-Taking elevates Lakewood's emergency call-taking to a new level of efficiency and ensures that the agency will be able to meet emerging Next-Generation i3 9-1-1 requirements.

Meeting goals... and then some

"The new equipment meets our goals and then some," says Lakewood Information Systems Manager, Michael Coletta. "It supports narrowbanding and gives us updated functionality and improved interoperability. The user interface is so intuitive that our operators are able to use it without thinking about it—which to me is a hallmark of good design. And because the systems are IP-based, service and maintenance personnel can log into and service them remotely, which saves us considerable time and money."

About Zetron

For over 30 years, Zetron has been providing mission-critical communications solutions to customers in public safety, transportation, utilities, manufacturing, healthcare and business. With offices in the U.S.A., U.K., Australia and numerous field locations, Zetron supports a worldwide network of resellers, system integrators and distributors. This gives Zetron a global reach as well as a local presence in the regions it serves. Zetron is a wholly owned subsidiary of JVC Kenwood Corporation. For more information, visit: www.zetron.com.

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Mayor Michael Summers, Lakewood, Ohio
