ZETRON®

ADVANTAGE

Kitsap 9-1-1 Maintains Cutting Edge in Emergency Communications

Zetron's MAX Dispatch & MAX Call Taking systems provide support for NG9-1-1

When it comes to providing one of Washington State's largest county's with reliable, cutting edge emergency communications services, you won't find many that match Kitsap 9-1-1. What started as a 5,000 square foot facility constructed in 1975, Kitsap 911 has been remodeled three times until a new facility was finally able to replace it in 2005 after the 2001 Nisqually earthquake. And with a new state-of-the-art facility, Zetron's Advanced Communication Systems (ACOM) provided the perfect solution for Kitsap 9-1-1's current and future needs.

A Decade of Service

Fast forward a decade and Kitsap 9-1-1 remains on the cutting edge of public safety and emergency communications. But in order to stay on top, the operations group went through several large changes in 2016. Call volumes reached over 331,000 with over 200,000 of them being emergency calls. A 5% increase in calls over 2015. What was more challenging beyond just the increased call volume, 74% of calls were coming from cell phones and only 26% were coming from residential landlines. This made it increasingly more important to know the caller's location. Thankfully, they're no stranger to change. So when the State of Washington announced it was moving to i3 ESInet, Kitsap 9-1-1 needed to upgrade their equipment to support NG9-1-1, despite their current Zetron 3200 series system still working perfectly. After looking at other systems, Kitsap 911 turned once again to Zetron and the MAX Call Taking system to replace their 3200 system, making it the perfect complement to the ACOM system installed years earlier.
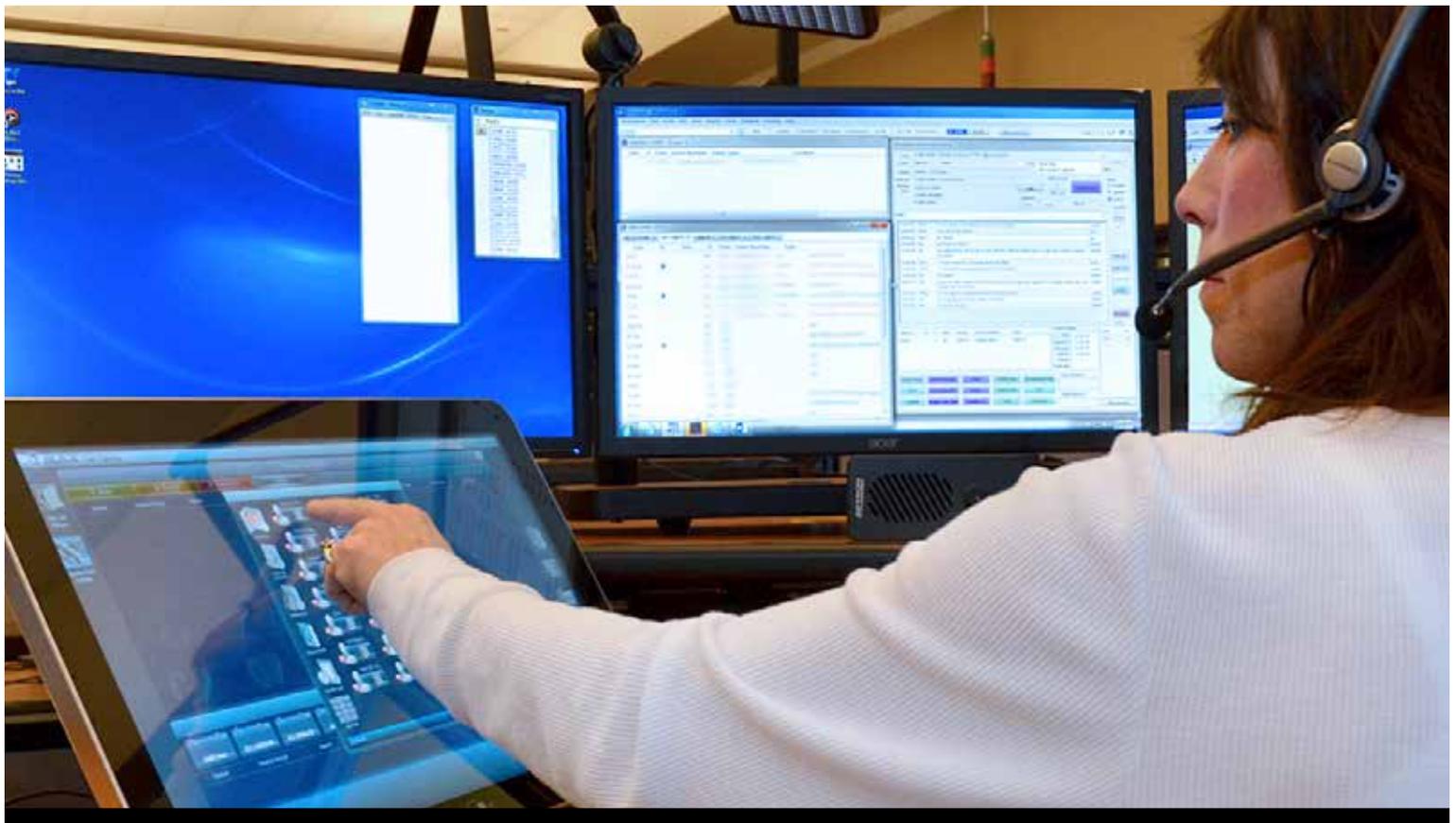
Early Adopters

"After looking at what our other options were, we felt Zetron offered the best system that would allow us to take full advantage of the new NG9-1-1 features. And on top of their stellar reputation, when Zetron designs a product, they design it from the user's perspective," said Richard Kirton, executive director for Kitsap 9-1-1. "That made implementation and training a breeze for our dispatchers."

Although 2016 brought several challenges and even more changes to Kitsap 9-1-1, they were able to stay committed to serving the citizens of Kitsap County while keeping up and adapting new technologies. "Being an early adopter usually forces you to compromise on quality or reliability, but being a long time Zetron customer, we didn't have to worry about either one. And that gives us the ability to adopt new technologies without compromising on service," Kirton added. "We pride ourselves in the relationships we build with our vendors and Zetron shares that same value. Thanks to that relationship we've built over the years, even when there is an issue, Zetron's engineer's resolve it quickly so we can focus on serving the people of Kitsap County.

With MAX Call Taking systems installed, Kitsap 9-1-1 took their normal, train the trainer class approach, then moved forward with training the end users. "Zetron made training virtually painless by sending out technicians to go through the system admin training," Kirton said. "And we found most of the stuff we learned on the 3200 could be translated to the MAX system, so it worked out very well for us."

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> **Richard Kirton**, *Executive Director, CENCOM*

Ahead of the Curve

Staying on the cutting edge of technology without the expense of reliability and service allowed Kitsap 9-1-1 to be the first to deploy text-to-911 events in the State of Washington. Sparking what's become the steady evolution of the telecommunicator, involving more complexity to an already stressful job. "Looking back, it's hard to describe the magnitude of change that's occurred in the dispatchers roll. So keeping their jobs as simple as possible is difficult when you start adding in things like text-to-911 and other capabilities," said Kirton. "But with the MAX Call Taking system we're able to minimize these complexities with the best user interface and support package in the industry."

Reliability and Dedication

After 40 years of service, two things have remained the same for Kitsap 9-1-1, the reliability of its equipment and the dedication of its staff. Dispatchers are able to focus on what is most important, providing exceptional public safety communications services every day. While Kirton and his team can continue being at the forefront of technology as 9-1-1 continues to develop over time.

Bonnyville Regional Fire Authority Integrates Zetron's Next Generation Technology

Zetron and WCI Whyte Communications bring the next generation innovation in technology to Bonnyville
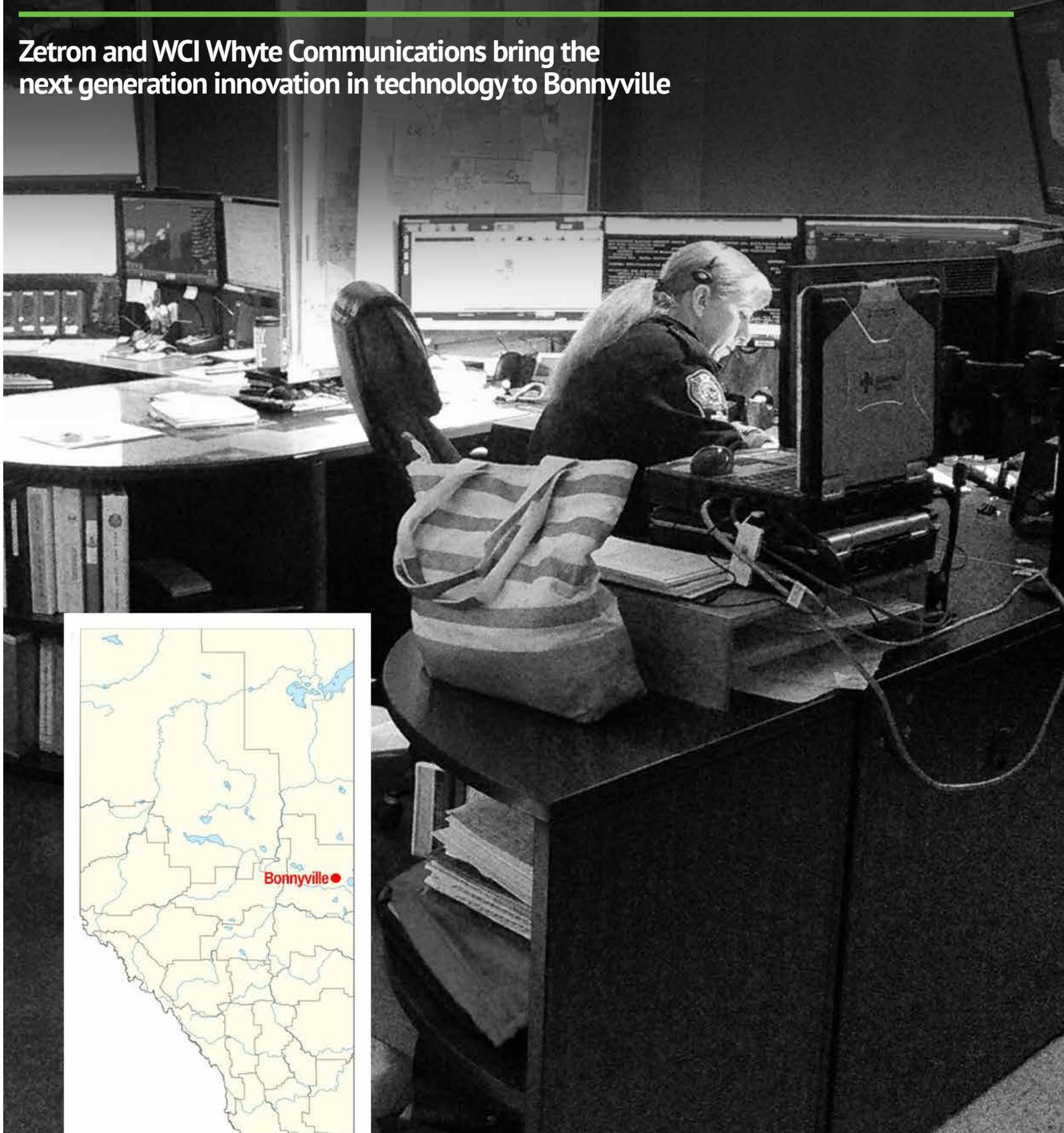
Bonnyville

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>
> *Brian McEvoy, Fire Chief - MD of Bonnyville*

The Bonnyville Regional Fire Authority (BRFA) provides support for 11 fire stations and all 9-1-1 calls spread throughout the Municipal District of Bonnyville in Alberta, Canada. Formed as a joint agency in 1996, BRFA now has 6 full-time staff, 5 part-time staff and around 160 volunteers. They're the first point of contact during an emergency and provide lifesaving help to its citizens in distress. So making the process from assessment to dispatching the right response personnel as seamless as possible is critical. And having the right equipment is the first step in ensuring quick response times. That's why WCI Whyte Communications and Zetron were chosen to bring next generation technology to Bonnyville.

Bonnyville Chooses Zetron's End-to-End Integration Solution

In order to continue providing the vital support each town has come to appreciate, their outdated system needed to be replaced to keep pace with next generation technology. This included Call Taking, CAD and Dispatching.

Thanks to their existing relationship with WCI Whyte Communications, when it came time to replace the soon to be obsolete CAD system, they reached out to Joanne Granoski, president of WCI to ensure all of their bases were covered. As discussions started in April and the project discovery went on for several months, the BRFA recognized the benefits the Zetron system offered and knew it would be the best fit. No other technology provided the complete end-to-end system with the deep level of integration that Zetron's MAX Call-Taking, MAX CAD, and MAX Dispatch deliver. And Bonnyville already had the confidence in WCI's installation, service and support capabilities.

"The ability to integrate all three solutions was essential," said Brian McEvoy. "We needed a system to handle reporting, statistic, and wanted the next generation innovation in technology."

Interoperability with AFRRCS

The BRFA chose Zetron's MAX Dispatch console system which worked with their existing P25 AFRRCS (Alberta First Responder Radio Communication System), as well as with the Kenwood NX-5000 series radios. And thanks to the interoperability of MAX Dispatch, it interfaces to P25 CSSI onto the AFRRCS network, as well as meets current ISNET standards.

Joint effort for TELUS and Zetron

The next step involved TELUS, a third party communications provider who needed to be engaged in the system deployment. The ongoing communications were crucial to the project, but was the main contributor to the several months added to the discovery period. However, the extra time and attention to detail paid off in the end.

Implementation began with Zetron's MAX Call-Taking Engineering and TELUS Engineering writing the proper software to parse the ANI/ALI data, which was a first for TELUS. Once the equipment was taken on site, it was connected into TELUS ANI/ALI routers for testing and tied into the telephone system in parallel with the old telephone system. The final step was for WCI and Zetron personnel were ready to train the call-takers/dispatchers.

"The system is very intuitive and user friendly," explained McEvoy. "This made training a breeze, requiring just an hour long session where they had the ability to ask questions."

Five areas supported through the new system

Before the system went live in October, 2017, there were final integrations setup between the headset and MAX Dispatch. The ALI information was also pushed to CAD through MAX Call-Taking and call information was abended to MAX Dispatch. Now, the five areas M.D. of Bonnyville, Town of Bonnyville, Summer Villages of Bonnyville Beach and Pelican Narrows, and the Village of Glendon are all supported through the new system.

Into the future with WCI and Zetron

Through the combination of WCI's years of expertise, the reliable and innovative Zetron systems, and the support of open standards, including interfaces to TELUS and AFFRACS, Bonnyville is able to provide the critical support for its citizens well into future. Now with a new fully interoperable system the Bonnyville Regional Fire Authority is prepared to handle any incidents that come their way.

Making the Difference:
Zetron MAX Dispatch brings Safety and Security to The University of New Mexico

Safety: You make the difference. A motto the University of New Mexico Police Department is dedicated to bringing students day in and day out. Their community approach encourages students, faculty, staff and visitors to work together to make sure UNM remains safe through common sense precautions and looking out for others.

Reliable and flexible communication

When an emergency does occur, for the last 15 years the UNM Police Department has relied on Zetron's 4020 console system and Zetron reseller, Advanced Communications and Electronics (ACE), to service the full 9-1-1 PSAP.

"The Zetron system has served UNM well and exceeded their expectations over the years," said Francisco Arrieta, Advanced Communications IT director and project manager. "Since the system interfaces to the City of Albuquerque and Bernalillo County, when they announced plans to upgrade to a new P25 system, we wanted to make sure UNM would be able to operate on that system without being locked into a certain manufacturer. The new consoles needed to be vendor agnostic."

In addition to being UNM's trusted communications partner, Arrieta knew the UNM dispatchers had developed a comfort level with Zetron. So when it came time for the UNM team to update their 4020 system, the recommendation from ACE was simple, stick with what they knew worked well.

Meeting today and tomorrow's requirements

On top of being reliable, UNM needed something IP based with instant call recording, built in redundancy and recording capabilities from the console system using their current Eventide recorder. "The new system also needed to interface with Harris radios, and potentially a new radio communications system once the city made the migration," Arrieta said. "We took into consideration all the potential changes that may occur in the coming years, the cost, interoperability and reputation. Ultimately, Zetron's MAX Dispatch system checked every box and provided the flexibility and adaptability UNM needed today and in the future."

By December 2017 the 4020 system was on its way out and the new MAX Dispatch system was ready for action. They pre-staged the equipment at Advanced Communications' site prior to the installation, finally going live in January of 2018.

All in the details

"The ACE team gave UNM PD's dispatch supervisor, David Rincon, a chance to view the equipment and train the dispatchers on-site during the system implementation," Arrieta explained. "We were able to cutover the new console using the Harris radios, then moved the lines for the Tone Remote Control (TRC) 2 wire repeaters over to the new console one at a time. This made the whole process run very smooth and made it even easier for the dispatchers to learn the new equipment."

Thanks to the ability to interface with the Harris 800MHz radios and Motorola MTR 2000 over two wire leased lines, as well as operate with Harris EDACS and P25 standards, the system is everything UNM expected and then some. "The dispatchers said they're able to listen much better to the officers in the field now, compared to the old system," Arrieta said. "They've really enjoyed the new system and found the user interface to be very intuitive."

Building for the future

Moving forward, Arrieta said UNM already has an additional console position available for future expansion in the next couple of years. "We've served clients in New Mexico for over 20 years and pride ourselves in the excellent relationship we've built with the University of New Mexico," he said. "We'll continue delivering the support, maintenance and service to ensure UNM can continue providing the students, faculty, staff and visitors a safe learning environment throughout the campus every single day."

Broadband PTT Interoperability

Zetron recently announced its MAX Dispatch and ACOM Command and Control console system's operation with the two major carrier's network-integrated broadband PTT solutions. The consoles can also operate with SLA's ESChat® over-the-top PTT solution and EFJohnson's Atlas® Project 25 LMR system.

"A byproduct of preparing our products for broadband is that we are no longer limited to working only with LMR systems," said Randy Richmond, Zetron's Broadband Push-To-Talk Product Manager. "Thanks to our broadband integration efforts, and our neutrality towards wireless providers, our dispatch console systems are now able to also work with LTE PTT systems through a variety of IP interfaces and through the most popular solutions providers. Some of these same PTT solutions can be used with FirstNet for interim broadband PTT leading up to MCPTT. These capabilities, including our new map-based dispatching feature, give dispatch centers a pathway to their broadband future."

MAX Fire Station Alerting

Zetron also recently announced the launch of MAX Fire Station Alerting (FSA). MAX FSA is designed to meet the demands of fire houses today and into the future. With additional alerting, acknowledgement and auxiliary I/O communication capabilities provides a standardized platform that can provide fast, dependable, usable information from the dispatch center.

"With nearly 20 years of experience offering fire station alerting systems, we're excited to add MAX Fire Station Alerting to the Zetron product line," said Mark Cranmore, Zetron product manager. "MAX FSA along with our current IP FSA product provides a complete offering for our customers. Our unique approach of extending capability on our MAX Dispatch console provides our customers a cost effective way to integrate dispatching and fire station alerting together as a single, modern, integrated solution that will expand."

MAX Fire Station Alerting features provides:
- Multiple audio paths
- Multiple levels of redundancy
- Controls and management for fire station peripherals
- A modern User Interface
- Zone alerting and zone lighting
- A voice logger interface

Zetron's M360 Desktop Remotes Now Support Kenwood NX-5x00 and EFJohnson TK-5x30 Series Radios

M360 Desktop Remotes, known for their high-quality audio and support for advanced features, are ideal for organizations who require office-based dispatching for commercial applications, such as utility operations. Desktop remotes offer the ability to connect to remote base station radios, either within a building or in different geographical areas. The M360 Desktop Remotes are an effective solution for NEXEDGE systems in these types of commercial environments. Zetron has numerous installations interfacing to the NX-700/800/900 series of radios and has already begun installation of the M360 with the NX-5x00 series radios. Zetron has also added support for EFJohnson TK-5x30 P25 radios to the M360 Desktop Remote and has begun to install the M360 Remotes at customers sites with EFJohnson's P25 infrastructure. "Zetron dispatch products support a wide range of radio interfaces required to meet the needs of our customers," said Laura Myhre, Zetron product manager. "Adding Kenwood and EFJohnson radio support to the M360 Desktop Remotes is an example of our commitment to provide highly interoperable and dependable solutions."

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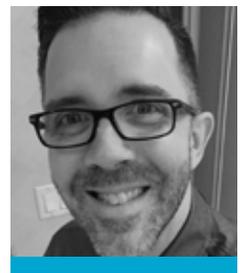April 19-20, 2018 | Westminster, CO

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