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ZETRON

ADVANTAGE

The Power of Planning and Persistence:

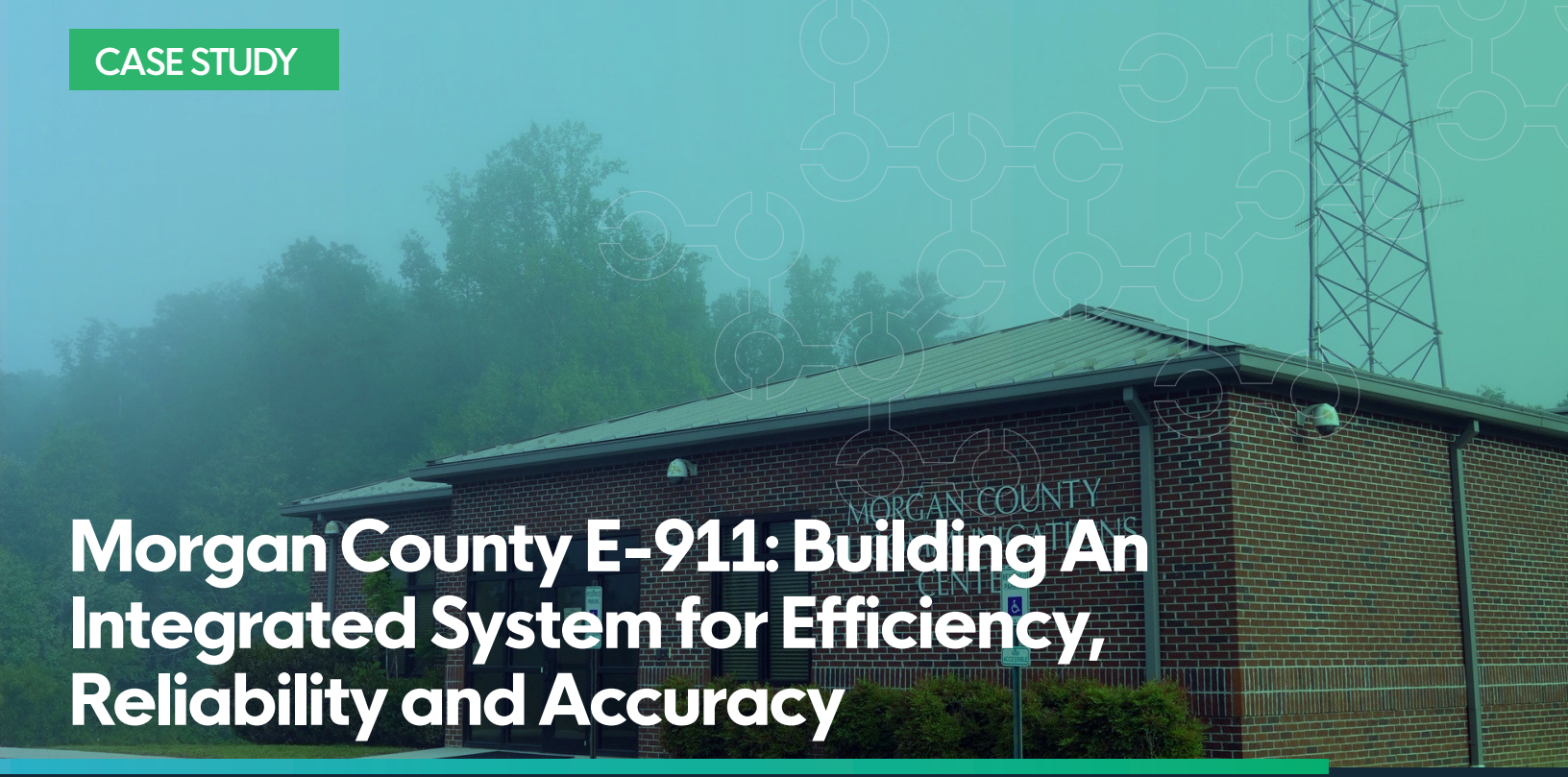
A Rural PSAP's Successful Journey to NextGen9-1-1

Case Study: Morgan County E-911

Also Inside:

NPSTW 2024: Golden Headset Award Winners
Blog: Paws that Protect and Serve
Solution Focus: Workforce Management
Video: Watch PSAP of the Future

CASE STUDY



Morgan County E-911: Building An Integrated System for Efficiency, Reliability and Accuracy

When Matthew Brown joined Morgan County E-911 in 2003 as a Dispatcher, he and fellow dispatchers worked in a highly manual, paper-based environment. Today, as the agency's Director, he's been a part of tremendous and instrumental changes in how the rural county's emergency communications operate after a multi-year phased implementation of a fully integrated suite of NG9-1-1 technologies from Zetron.

Brown, who has been Director of Morgan County E-911 since 2010, recalls the days of paper complaint cards, radio logs and maps. "We didn't have a computer-generated map at all. We had printed map books and a wall map that weren't updated frequently. The information would get outdated really quick," he said.

Serving an area of more than 500 square miles and 21,000+ residents in the Cumberland Mountains of Eastern Tennessee (USA), the 14 full time employees of Morgan County E-911 provide around the clock emergency communications support to public safety agencies across the county and participating cities – including law enforcement, fire, rescue and emergency medical services – typically handling 200 to 350 calls per day.

"The installs were as close to perfect as you can get, with no interruptions to service. Trainers did sit-down sessions with dispatchers and explained all the options. It was a pretty stress-free process."

Matthew Brown - Director, Morgan County E-911

Despite being a rural agency with limited funding, Brown and Morgan County have been steadfast in planning and making iterative investments to steadily bring the agency up to the current technology standard for next generation emergency communications. Morgan County was no stranger to Zetron, having been a customer of its Model 3200 push button base radio dispatch product for many years. So, the enduring quality and reliability of Zetron products and services provided the foundation when it came time to look forward.

Morgan County began its transition in 2005 with the purchase of MAX GIS Mapping, an automated map-viewing system that transformed mapping, addressing and reporting. That was followed in 2008 with the addition of MAX Computer Aided Dispatch (CAD) to more efficiently manage the full range of incident information. Next in 2013, MAX Call Taking was brought on board with features and functions that allowed the team to initiate faster, more informed and better coordinated communications and responses. Brown reflected on how minimal the disruptions were and how easy training went despite all the changes for the team(...)

Download and read the full case study.

Zetron Presents:

The 2024 Winners of the Second Annual Golden Headset Awards

In Honor of

National Public Safety Telecommunicators Week

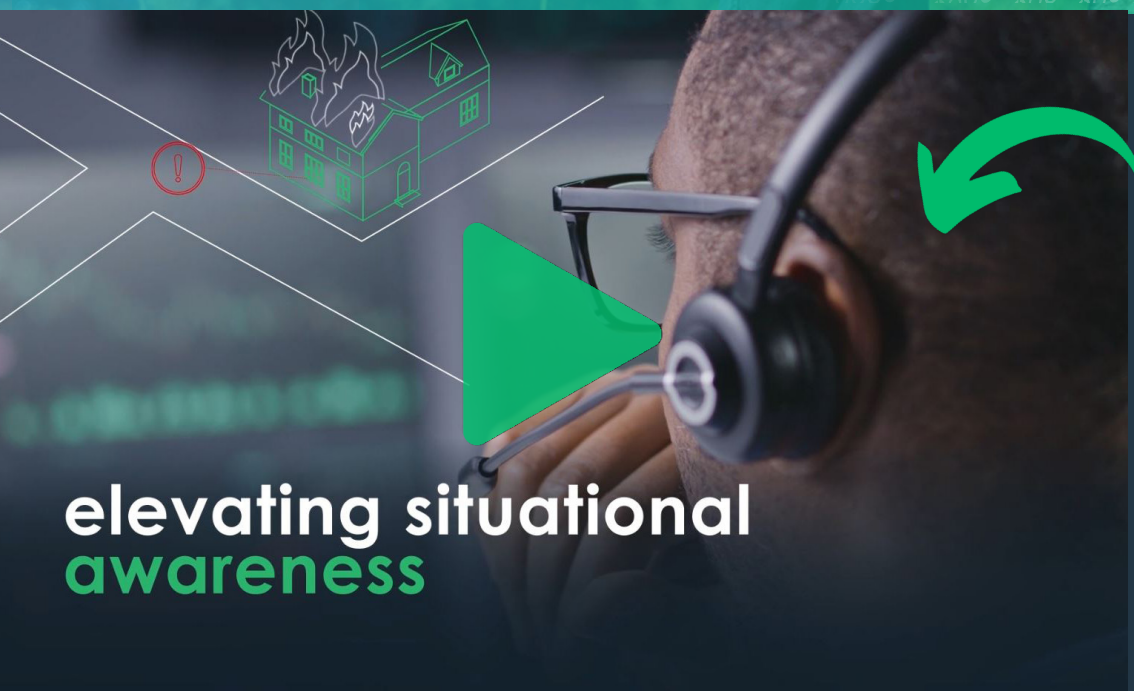
For its second consecutive year, Zetron had the privilege of hosting the Golden Headset Awards in honor of National Public Safety Telecommunicators Week. The awards are a celebration of the outstanding contributions and dedication of the extraordinary individuals who work as public safety telecommunicators. The year's event was a resounding success, with an overwhelming number of nominees and stories that truly showcased the remarkable work being done by telecommunicators across the nation. We invite you to read the full winning submissions and learn more about the inspiring nominees behind them.

Read the Winning Submissions

New on Z-wire:
Paws That Protect and Serve

Early humans relied on dogs for protection, early warnings, warmth, companionship and more. The long history of humans relying on canines for support can be found as far back as 600 BC when evidence was found that Egyptians, Greeks and Romans used dogs to help in combat. For centuries, dogs have been trained to help in dangerous and stressful environments, like on the front lines of war, and military K9s have served with honor and distinction...

Read More



Watch Now:
PSAP of the Future from IWCE 2024

At IWCE, Zetron participated in iCERT's PSAP of the Future Exhibit. If you missed IWCE, check out the short video shown in the exhibit representing Zetron's vision of the PSAP of the Future.

Solutions Focus: Workforce Management

Emergency response relies on having the right people at the right time, but staffing shortages can hinder operations and place additional stress on teams. Zetron's Workforce Management solution offers streamlined resource scheduling and management to alleviate stress and burnout, ensuring prompt public assistance during an emergency.

With an intuitive interface and mobile app for 24/7 self-service, tasks like scheduling, messaging and leave requests are simplified for employees. Enhanced time management facilitates efficient demand handling and opens opportunities for team training. The integration module automates data processing, saving admin time and reducing potential errors.

Planners and supervisors can clearly view resource coverage through the planning function and graph.

"The ability for officers to access and utilize Zetron's Workforce Management from their mobile devices has been a great innovation and gladly welcomed wholeheartedly by all officers and staff in the force(...)"

- People System Support Manager, West Yorkshire Police

Easily keep track of trainings, employee time and even manage and plan court appearances within the tool.

Trusted by over 60,000 public safety professionals in organizations of all sizes, Zetron's Workforce Management offers modular, customizable solutions tailored to organizational needs. Contact us to explore Zetron's Workforce Management and its modules for optimized operations that help keep your agency always on, always ready.

Learn More

Feature Coming Soon: MAX Call Taking 4.5 Status Board - Watch the Demo Now

MAX Call Taking Product Manager Diane Harris, walks through the upcoming Status Board feature live at IWCE 2024.

Request a Demo

Watch Now: Urgent Comms Editor Donny Jackson interviews Zetron's Brendan O'Brien at IWCE 2024 and gets a sneak peek at Zetron's newest solution: Stream.

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Upcoming Events

May 5-8, 2024
NCPSCC - North Carolina Public Safety Communications Conference
Wilmington, NC, U.S.

May 6-9, 2024
MSPCC - Minnesota Public Safety Communications Conference
St. Cloud, MN, U.S.

May 7-10, 2024
WRC - APCO Western Conference
Boise, ID, U.S.

May 12-15, 2024
WIPSCOM - Wisconsin Public Safety Comms Conference
Baraboo, WI, U.S.

May 14-16, 2024
CCW - Critical Communications World
Dubai, UAE

May 21-23, 2024
UTC - Telecom & Technology Conference
Wilmington, NC, U.S.

May 28-31, 2024
TDEM - Texas Dept of Emergency Management
Wilmington, NC, U.S.

ZMUG

Zetron Max Users Group

Are you a Zetron MAX Dispatch, MAX Call Taking, MAX Fire Station Alerting or MAX CAD user?

If so, join our Zetron MAX User's Group (ZMUG) by emailing us at ZMUG@zetron.com or registering at www.zetron.com/zmug_registration.

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