

integrate into Intrado V9-1-1 Services. By establishing these relationships, Intrado is leading early efforts to transcend the need for subscribers to self-provision their location information and instead create an environment where communication devices can automatically determine their location for 9-1-1 call routing purposes.

The Newark (NJ) Police Department will now be able to record, reconstruct and replay 9-1-1 and radio communications more efficiently with the purchase

of a state-of-the-art solution from **NICE Systems**. The 240-channel NiceLog system, equipped with a NICE Storage Center and Scenario Replay software, was purchased through Micro Strategies Inc. using a Homeland Security grant. The new system provides fully redundant recording of all phone and radio communications, offering the Department complete data protection and enhanced reliability. The system will capture every call coming into the Department's dispatch center while at the same time allowing

the dispatch floor supervisor to monitor calls in real time.



The city of Aurora, Colorado has selected **NetMotion Wireless** and **Sierra Wireless** to implement a cellular-based EDGE/GPRS system and Wi-Fi solution that would allow its mobile workers to access dispatch information and records databases from wherever their vehicles are in the field. The new solution will provide its police officers and fire fight-

When Disaster Calls: Disaster Assistance Response Team & Mass Notification

By Marc Ladin, 3n (National Notification Network)

The City of Camarillo's Disaster Assistance Response Team (DART) is a first-responder support organization for the Ventura County (CA) Fire and Sheriff's Departments. DART's mission is to assist the City of Camarillo and Ventura County local law enforcement and emergency personnel in times of general need, emergency, and declared disaster.

DART was formed in March 1990 following the Northern California Loma Prieta earthquake, in recognition of the importance a citizen's response group could be in supporting emergency service workers in the event of a disaster or large-scale emergency. For sixteen years the Ventura County Fire Department and Sheriff's Department has relied on DART's assistance.

Historically the City of Camarillo has used a pager-centric notification system to engage DART volunteers to respond to emergencies and other needs.

This method, however, posed several challenges. Firstly, the complete reliance on pagers as the only contact path created a single point of failure, which was exacerbated when volunteers would lose their pagers. It was also discovered that roughly 50 percent of all messages sent through this pager-centric system never reached their intended recipients, and the system provided no way of tracking and identifying exactly who had received



PHOTO BY JOHN SHEA / FEMA NEWS PHOTO

La Conchita, CA, January 15, 2005 -- The Ventura County Fire Department Urban Search and Rescue team captain Larry Brister surveys the hillside in La Conchita, California where winter storms caused fatal landslides that damaged homes and roads.

the message. Additionally, the pager system couldn't offer interactive communications such as conferencing, polling, and quota notifications.

"The pager system was inefficient and unreliable," said DART volunteer Dale DeHart. "DART can only be effective when all volunteers are contacted and can respond within minutes to an emergency. In reality, less than half of our volunteers received the pager message and we had no way of knowing how many would respond. The bottom line remained that we weren't as responsive as we needed to be and the effectiveness of our organization was compromised."

DART began the search for a new notification system in 2004. After evaluating several mass notification systems, DART selected 3n (National Notification Network) to provide them with a quick

and reliable solution for their notification needs. The 3n system's use of multiple contact paths as a way to ensure successful message delivery and the system's delivery confirmation functionality were key differentiators for DART.

When a call comes in from the fire or sheriff's department one of the trained users initiates the notification system using a standard Web browser. Within minutes, messages are relayed via most standard forms of communication including phones (home, work and cell), email, Instant Messenger, SMS, fax, PDAs, and BlackBerry® devices.

After replacing its previous notification system with 3n's, DART has experienced a dramatic increase in emergency response effectiveness. Message confirmations and responses have soared to an average of 90 percent, nearly double the prior response rate. The system has also improved the efficiency of DART's operational processes by sending routine team meeting instructions, promoting City of Camarillo events, and other daily communications.

On a number of occasions over the last two years, the 3n system has been used to assist during emergency situations. For example, throughout the heavy rains in Southern California in late 2004 and early 2005, DART activated the 3n system to keep all volunteers informed of events as they occurred, including a major landslide and the monitoring of canals and creeks overflowing their banks. In other crises, such as the recovery of missing persons and urban

ers with real-time access to mission-critical information through a wireless data network.

Microwave Data Systems (MDS), together with full-service partner **Radio Communications Inc.** is providing wireless services to several of the Branch County, (MI) municipal offices. The county is using MDS' 5.8 GHz., license-free, wideband solution for their telecommunications needs connecting the sheriff's office, 9-1-1 center, courthouse, and a radio tower. This wireless

solution is enabling numerous applications throughout the public safety organization including access to records and jail management databases, computer aided dispatch, voice dispatch, and telephone service. It is also providing streaming video from the courthouse to the jail for video arraignments, which has significantly reduced travel expenses between the two facilities and improved safety.

The Coventry (RI) Police Department has deployed MTG software from **Radio**



IP Software Inc., in their efforts to IP enable their Dataradio wireless network. Since Coventry PD's infrastructure consists of a proprietary network, it is unable to run new IP-based applications crucial for Public Safety. In the department's efforts to integrate their CAD/RMS solutions, they selected Radio IP's optimized TCP/IP solution for wireless data transmission over public or private narrowband networks. **CH**

search and rescue, DART has made use of the system to rally its members and transmit meeting instructions.

Most recently the Ventura County Fire Department contacted DART during a wildfire emergency in Oak Park, Calif. When the call came in from the fire department, DART learned of the rapidly growing fire in Ventura County which required immediate community evacuations. Fire departments from all over the state were responding to fight the fire and they needed DART to assist with a crucial human component to fighting fires: the evacuation of community residents threatened by the fire

The 3n system notified all volunteers to report to an established base camp where volunteers were then deployed to notify residents and get the evacuation underway. In a life or death situation, DART responded efficiently and immediately to help the fire department handle what could have escalated into a chaotic, out of control situation.

"We know the 3n notification system is reliable and that provides an immense amount of reassurance during a crisis," said DeHart. "Now we can focus on resolving the emergency situation and not spend time on unnecessary efforts like our communications system."

Marc Ladin is vice president of marketing at 3n (National Notification Network). Mr. Ladin has more than 10 years of software, hardware, and services marketing experience.

PUBLIC SAFETY

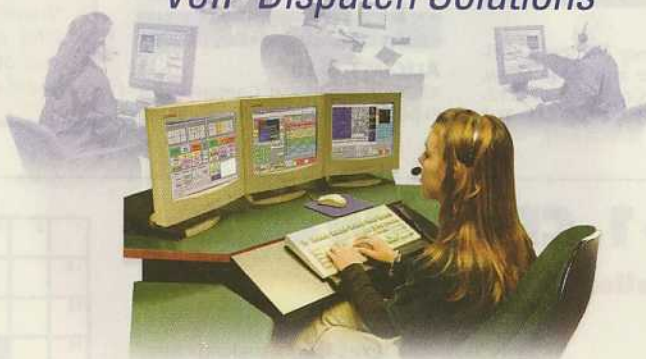
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