



## A Tale of Two Systems

### *PSAP Installs 29 Zetron Call-Taking Consoles and IP Fire Alerting*

It's gratifying when good work and solid performance result in success and repeat business.

So it seems fitting that the public safety answering point (PSAP) at Naperville, Illinois, recently picked Zetron's Series 3200 E9-1-1 Telephone and IP Fire Station Alerting (IP FSA) systems to equip both their primary and backup centers.

The systems were chosen, in part, because of Naperville's past good experiences with Zetron and Zetron reseller, Mercury Systems Corporation. The PSAP's positive impressions are being reinforced by the successful implementation and performance of the new equipment.

#### **A 'best place' to live**

Once a quaint farming town, Naperville is now an affluent city with a population of about 145,000. In recent years, it has become home to corporate headquarters and branch offices for companies such as ConAgra, Kraft Foods and OfficeMax. In 2006, *Money Magazine* named Naperville the second-best place to live in the United States because of its excellent schools, award-winning library, and annual "ribfest."

#### **Naperville 9-1-1**

Naperville's 9-1-1 center provides emergency and non-emergency radio and telephone communications for the city's public safety departments, and dispatching for the city's public works and utilities departments.

The center's relationship with Zetron began in the 1990s when they installed Zetron's Model 6/26 Fire Station Alerting System. The system performed reliably and well, so when the time came for Naperville to replace their obsolete 9-1-1 call-taking system, Zetron was a top contender. But it wasn't a shoo-in; it still had to undergo the required proposal and evaluation process.

#### **Winning the bid**

Zetron reseller Mercury Systems Corporation submitted a proposal that included two Zetron Series 3200 E9-1-1 Telephone Systems, one for the primary center and one for the backup center; and 29 Zetron computer telephony integration (CTI) operator consoles, 16 for the primary center and 13 for the backup center.

“Each bid was scored according to the proposed system’s features and functionality, cost, and how well it met our needs,” says Kalah Considine, Naperville 9-1-1’s acting communications manager. “Mercury’s proposal came in with the highest score and the lowest price.”

Mercury Systems Corporation was awarded the project.

### **New 9-1-1 call-taking systems**

Howard Gadorus, owner of Mercury Systems Corporation, says the project began with the installation of the Series 3200 at the backup center. This was part of a complete rebuild of the primary PSAP.

“In 2008, we installed 13 positions at the backup center and moved everyone into it while the primary PSAP was being redone,” he says. “This freed up the primary PSAP so it could be demolished and reconstructed without interrupting any of the center’s operations.”

The backup served as Naperville’s PSAP until the primary center was completed in September of 2010. The operators were then moved from the backup into the newly reconstructed primary center.

### **Reducing response times**

Considine says that, among other things, the Series 3200’s Automatic Call Distribution (ACD) and MIS reporting features are improving the PSAP’s efficiency and reducing their response times.

“The Automatic Call Distribution feature automatically routes an incoming call to the first available operator or to the operator who’s received the fewest calls if he or she is available,” says Considine. “This shaves precious seconds off our response times.”

She also says that the Series 3200 MIS reporting feature allows them to create reports based on important statistics quickly and easily. This came in very handy during Illinois’s recent major snowstorm. “We had very heavy call volumes during and after the storm,” says Considine. “With the MIS feature, we were able to create reports right away that showed which operators were doing a spectacular job during the snow event.”

### **Zetron’s IP Fire Station Alerting**

In 2009, Naperville upgraded from Zetron’s Model 6/26 Fire Station Alerting to its IP Fire Station Alerting (IP FSA) system. This included two operator positions at the backup center and six at the primary PSAP. Mercury Systems Corporation handled the upgrade.

“Naperville had been using Zetron’s Model 6/26 since 1991,” says Gadorus. “It had been so dependable and effective that choosing Zetron’s newest fire station alerting was an easy decision.”

Gadorus says the transition from the old alerting system to the new one was easy because of the similarities between the two systems.

“IP FSA allowed them to keep the alert-tone styles they’d been using for years,” he explains. “They also kept the configurations in IP FSA that they’d been using in the 6/26. This made changing from the old system to the new one more or less a ‘plug-and-play’ operation. We just removed the cable from the Model 26 and connected the CAD cable to the IP FSA server. Once this was done, the server allowed their CAD to do the alerts.”

### **Benefits of IP FSA**

The IP FSA went online in December of 2009. And it has been delivering numerous benefits to Naperville ever since.

Gadorus explains one: “With the IP FSA screens, operators can see when the CAD or an operator is setting up an alert, so they all have a much better idea of what’s going on.”

In addition, because the IP FSA system utilizes the city’s high-speed, fiber-optic network, it can be controlled from the primary center, the backup center, or from any operator position in the city that has access to the fiber network.

Yet another important benefit of IP FSA is that although it has Voice-over-IP capability, Naperville opted to go with Voice over Radio—or VoR—instead. “This allows voice to be delivered to Naperville’s fire station PA systems and vehicle and portable radios simultaneously, with no delay in audio delivery time,” says Gadorus.

### **Never a bad day**

The Series 3200 and IP FSA systems are indeed proving their worth and working out well for Naperville.

“There’s no question that the customer is getting what they wanted and expected from the Series 3200 and IP FSA,” says Gadorus. “I don’t think they’ve ever had a bad day with their Zetron equipment.” ■



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