



Positron Public Safety Systems

Case Study

Bay County, Florida

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1 INTRODUCTION

Bay County, Florida is located in what is known as the Panhandle region of Northwest Florida, on the Gulf of Mexico. It covers over one thousand square miles, of which approximately 25 percent is water, and supports a resident population of approximately 161,000 individuals. A beautiful location, Bay County is popular with the local residents as well as tourists who enjoy the “Beach Lovers Beach”, best known for its white-sand and clear waters.

Bay County had used Positron Public Safety Systems’ Life Line 100 ANI/ALI controller and Power 911 IWS for years. Power 911 is Positron’s computer-based call-handling application. It is an integrated Intelligent Workstation that provides call takers with on-screen control of both landline and wireless calls in a wide variety of telephony environments. Through an intelligent approach to information display and management, Power 911 enhances emergency call handling efficiency and consistency.

This equipment provided Bay County with the features they required to support the needs of the community they serve. At this time, however, Bay County was ready to enhance their capabilities, and to move to a new era of 9-1-1 call-handling service.

To support the public safety needs of this community, Bay County was extremely careful and diligent in selecting their PSAP equipment provider. The County determined that they required a provider that would be responsive to their needs and work with them as a partner. They also required a comprehensive, integrated solution that was able to expand to support them as they grew. Finally, they needed a system that was designed to meet today’s E9-1-1 call-handling requirements, as well as those of the future.

A long association and a solid familiarity with Positron Public Safety Systems led Tom Nudo, Communications Manager in Bay County to select Positron to enhance Bay County’s system.

2 POSITRON VIPER

Positron VIPER was chosen to be Bay County’s new ANI/ALI controller. Positron VIPER is Positron’s Voice-Over-IP for Emergency Response solution that delivers advanced E9-1-1 call handling using an industry-standard open Internet protocol as the sole carrier of voice and data. Implemented via a reliable fault-tolerant architecture, it integrates fully with the Power 911 intelligent workstation and allows for fully functional remote answering positions.

Positron VIPER provides PSAPs with the ability to use VoIP as a telephony layer within their premises in a complete system designed and engineered by Positron. The solution is based on the use of the non-proprietary Session Initiation Protocol (SIP) for the delivery of voice services, reflecting Positron's commitment to developing solutions that provide the most flexible offering from a technical and cost effective standpoint.

Positron VIPER addresses PSAP demands for a scalable solution that allows them to move easily and efficiently onto a single physical network by integrating data, voice, and future video/wireless traffic while at the same time benefiting from next generation PBX services.

Figure 1 Positron VIPER and Power 911 IWS

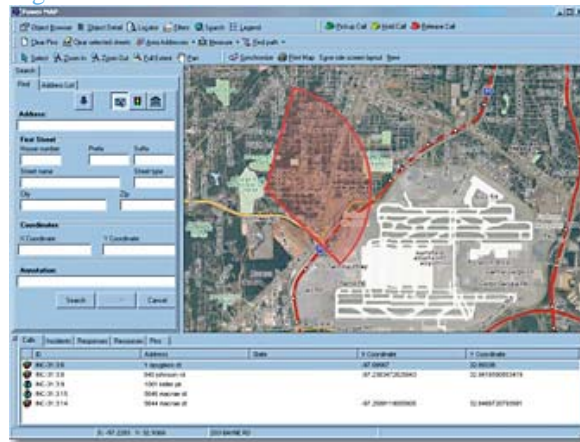


3 POWER MAP

In order to support the needs of a Phase II compliant call center, Bay County selected Power MAP, a dedicated public safety map viewer providing automatic display and management of calls, incidents, responses and resources. Power MAP's blend of sophisticated engineering and simplified operation allows agency personnel to locate callers and direct emergency responses quickly and accurately.

Fully integrated with Power 911, Power MAP provides enhanced support of wireless E9-1-1 calls and can configure each wireless provider's class of service to automatically search different data sources and display information that the operator needs - such as when to perform a repeat ALI.

Figure 2 Power MAP



4 GROUNDBREAKING INSTALLATION

Bay County was one of the first installations of Positron VIPER, and the very first in the state of Florida. This groundbreaking installation ensured that Bay County would have the most state-of-the-art communications center, fully provisioned for the future. Tom Nudo said, “We recognized that in order to move forward, we had to embrace new technologies such as voice over IP. We needed to move into the digital age and be ready for future changes.”

Because Bay County had been using Power 911 for years, the training required for their call-handlers was minimal. An upgrade to the Power 911 software was performed to take advantage of the Positron VIPER Voice-over-IP features. The difference in software version was transparent to the call-handlers as they were presented with the same Power 911 GUI to which they were fully accustomed. This ease of use ensured that the transition was seamless, and allowed Bay County’s call-handlers to continue to process the life-saving calls they receive efficiently and professionally.

“Our call-takers had little trouble in resuming their duties after the Positron VIPER installation,” says Tom Nudo. “Our people are taking calls confidently with a familiar-looking GUI. The same features are there that they are used to having on-screen.”

5 INFORMATION MANAGEMENT

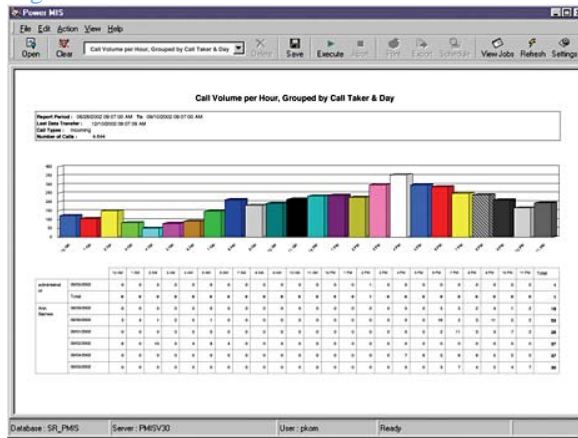
To assist in the management of the large amounts of call information collected by the four PSAPs, Bay County chose to implement Positron’s ePrinter, a software application that replaces the traditional call detail record printer. It provides electronic capture, storage and management of call information and eliminates the need for paper printouts, saving money, space and the time spent locating call information. ePrinter offers an easy-to-use graphical user interface to locate call detail records quickly, retrieving information sooner and more reliably than ever before, and provides data reporting, archiving and export features.

For overall management of data, Bay County uses Power MIS, Positron’s robust management information system. Power MIS is an advanced reporting and analysis tool that provides a comprehensive view of PSAP activity and personnel performance. Power MIS provides PSAP managers with the detailed information needed to support the decision-making process.

Power MIS provides an extremely easy-to-use graphical user interface that allows users to refine report parameters and immediately see the results.

“The use of Power MIS greatly simplifies our statistical reporting, and the savings in the amount of paper we realize by using ePrinter is fantastic,” says Mr. Nudo.

Figure 3 Power MIS



6 PROACTIVE MAINTENANCE

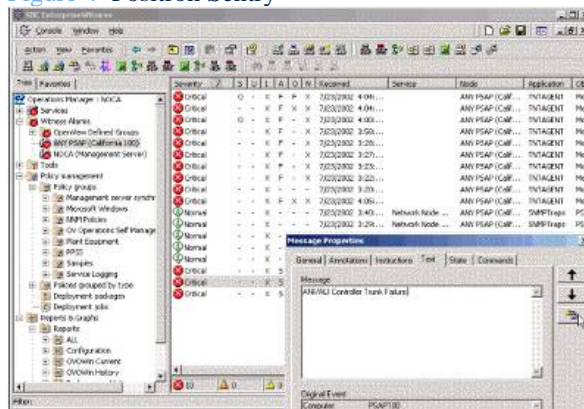
The Bay County emergency communications centers number four – two primary centers and two secondary centers, connected together over the County-provided fiber network. A total of 15 call-handling positions are distributed between the centers and three remote positions complete the equipment. Because the centers are connected, Bay County staff members find that the support, maintenance and management of the overall system are considerably more efficient.

To facilitate their maintenance of the PSAPs, Bay County uses Positron Sentry, a proactive real-time PSAP equipment monitoring and maintenance system. Leveraging advanced technology, Positron Sentry provides on-site and off-premise support personnel with both fault notification and prediction while suggesting corrective actions to preserve system performance.

“The Positron Sentry system allows us to readily manage our installed systems and alerts us to potential problems. This is tremendously important to us because we can resolve a fault before it becomes service-affecting,” explains Bay County’s Tom Nudo.

Positron Sentry provides extensive systems management of most manufacturers’ customer premise equipment, including advanced systems management for Positron systems. Positron Sentry offers a sole vendor solution to all PSAP systems management needs.

Figure 4 Positron Sentry



7 COLLABORATION

Bay County and Positron recognized the challenges associated with moving from an analog to a digital environment. Issues identified during the project implementation were rapidly resolved, and logged with Positron as a part of its extensive knowledge base of potential issues faced and resolutions required for any installation.

Mr. Nudo commented, “The on-site installation personnel were excellent and responded to our questions and requirements quickly and professionally.” It was this type of partnership that Bay County was expecting when they chose Positron as their vendor for both equipment and on-going maintenance support services. “We wanted to be sure that we would get the attention and support required,” said Mr. Nudo, “We were confident that we would get that from Positron, and we were not disappointed.”

Bay County, FL and Positron Public Safety Systems have worked together as a partnership to deliver high-quality public safety services to the population of the area. This collaboration is an outstanding example of how vendor and communications center can work together to embrace the next-generation of 9-1-1 and continue the tradition of dedicated emergency response.