

VoIP Dispatch Console Systems

The Total Mission-Critical Dispatch Solution

Marion Area Multi-Agency Emergency Telecommunications

METCOM

METCOM is an Intergovernmental Agreement Agency formed by the merger of two 9-1-1 (PSAP) centers that represented both the Northern and the Southern Marion County territory supporting 17 Fire Districts, 7 Law Enforcement Agencies and 2 Private Ambulance Service providers. Additionally, METCOM provides after hour service to Marion County Public Works, Bureau of Land Management and the US Forestry Department as well as 24x7 Law Enforcement Dispatch Service to both the Willamette National Forest and the Siuslaw National Forest, serving the US Forest Service Law Enforcement Officers for those two Forest Territories.



Requirements

The pre-existing, aging Moducom Console System was in need of upgrading / replacement. Control was needed for each of the Agency's 16 radio site repeaters to include our mountaintop locations that are difficult to reach all year round. "I was looking for a new console system that would have minimal points of failure." "Replacing a console system is not a task that is performed lightly, we took multiple site visits to include looking outside the state." "What I found with the Mindshare System, was everything we were looking for."

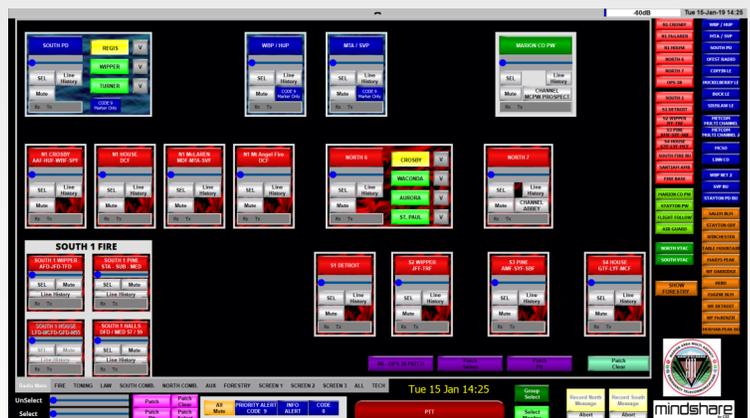
Benefits

In the 2nd quarter of 2016 we entered into an agreement with Mindshare to replace all 9 of our dispatch positions at our primary site and three positions at our back up site to include a remote system. In the third quarter of 2016, all 9 positions were installed in the Center, replacing the Moducom system. The new Mindshare System was configured with 46 different channels to support the 29 Public Safety agencies for which we provide service. We were able to utilize our existing digital voice logger with the Mindshare System and thrilled at the enhancement capability of having an Instant Recall Player for each individual channel at the console position. Having the ability to design individual templates and screen designs for our Telecommunicators is a huge benefit; one size does not always fit all. We have designed screens templates that correlate to the designated channels that match a specific position's responsibilities. "Having the additional ability to click and drag a channel onto the screen has assisted tremendously for providing breaks for co-workers and quickly being able to provide assistance at a second's notice." All of this required no additional equipment or expenditures.

Comments

"Mindshare worked with us to implement a CAD-Interfaced auto-paging component built into our Console to support the fire districts' ability to have auto voice command tap outs. Mindshare is not only a vendor; they are a relationship for our organization. Their staff is always willing to develop the product to support the needs of Public Safety. They are reliable, flexible, and provide outstanding service. The Mindshare Console positions have proven to be reliable and everything that we had hoped for in a System that would support our multi-jurisdictional agency."

Gina Audritsh – Director - METCOM 9-1-1



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