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MAGAZINE

MANAGING EMERGENCY COMMUNICATIONS

SPECIAL REPORT

FIRESTORMS 2007

Coordination & Communication
in Southern California

VIRGINIA TECH SHOOTING: THE VIEW FROM DISPATCH • SCHOOL NOTIFICATION SYSTEMS

Kimball/NASNA Develop State 9-1-1 Plan

L Robert Kimball & Associates has been selected by the National Association of State 9-1-1 Administrators (NASNA) to develop a Model State 9-1-1 Plan. The project is a partnership between NASNA, the National 9-1-1 Implementation Coordination Office (jointly administered by the United States Department of Transportation and the United States Department of Commerce) and Kimball.

While a number of states have state-level 9-1-1 authority or some statewide 9-1-1 coordination; many states still lack an effective state level mechanism or process to accomplish seamless, end-to-

end emergency communications infrastructure and programs, a goal first set in the Wireless Communications and Public Safety Act of 1999. In 2004, the ENHANCE 9-1-1 Act mandated statewide planning as a condition for receiving grant funding under the Act. The Model 9-1-1 Plan will assist states across the country to secure grant funding and achieve the vision of the 1999 Act.

Fire Agency Expands with InterAct

Victorville (CA), a long time customer of InterAct, relies on InterAct to dispatch eight fire agencies in and around Victorville. Regional Fire Protection Authority (RFPA)



GLACIER COMPUTER

The Peabody (MA) Police Department has purchased Glacier Computer's Magnum public safety computer for the city's K9 police vehicle. Glacier's Magnum line of computers are designed to perform in the most mission critical conditions, with 24/7 operations in mind. Said Peabody K9 Officer Eric Zawicki, "Glacier's Magnum computer stands up well for officers working the streets. Its rugged enough to withstand the day to day rigors and challenges associated with operating my K9 vehicle." www.glacier-computer.com

Newport Beach Police Department Selects Russ Bassett's Desience Dispatch Consoles.

The Newport Beach (CA) Police Department had been planning to renovate their 9-1-1 Dispatch Center for years and it finally came to fruition last year. Their existing dispatch stations did not provide enough workspace because of all the monitors and phone equipment needed to answer emergency calls. The 19 Newport Beach dispatchers who work the various shifts shared work space, making it even more essential to have adequate work surface area and furniture that was ergonomically designed for their 24/7 dispatch center. "Russ Bassett was the preferred vendor for our dispatch furniture remodel for several reasons. All of the furniture manufacturers offered adjustable workstations but Russ Bassett's furniture provided additional features, functionality and design," said John Klein, Newport Beach Chief of Police. "Russ Bassett's representative, Ava, provided us with our quotes, layouts and modifications, as well as coordinating all the details from start to finish. We appreciated her assistance and patience with the variety of changes we made and access to products to assist us in making our decisions."



MICHAEL JARRETT

The Newport Beach (CA) Police Communications Center. The Russ Bassett Corporation recently installed its Desience Dispatch Consoles here and at several other Southern California PSAPs.

Newport Beach Police Department's 9-1-1 Dispatch Center provides service to over 80,000 people in their 630 square foot dispatch center. Because of the minimal amount of space, Russ Bassett worked with Newport Beach Police Department's Communication Supervisor, Shelley Santy, by providing her with several layouts and designs to offer Newport Beach the best solution in space planning. The new floor plan

provided more floor space than expected, allowing them to add two Russ Bassett general purpose storage cabinets, a rotating resource integrated into a peninsula work surface, and storage pedestals for each individual dispatcher.

The installation was completed "live" with a minimal amount of disruption. The new Desience Dispatch Consoles now provide each dispatcher with more control over their personal work environment, the ability to sit or stand while answering calls and the new layout provides more floor space for traffic flow and better acoustics.

Russ Bassett Corporation has quickly become a market leading public safety dispatch furniture solution with a growing base of successful installations. The company has been designing and manufacturing Desience Modular Consoles for mission critical environments for over 25 years, providing a complete line of PSAP furnishings offering unparalleled structural integrity, full sit-to-stand ergonomic adjustability and advanced technology integration.

www.desiencedispatch.com