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Brantley 911 promises lots of bells and whistles

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Brantley County will soon have one of the most advanced 911 call centers in the area — a cutting edge internet protocol (IP)-based system that can handle voice over IP calls, multi-media messages, SMS text — even video.

The system represents a step above Enhanced 911 service, or E911, to Next Generation (NG) service, according to William Lartz, Brantley's Emergency

Management Agency director.

Lartz said he looked carefully at several systems before choosing one from Emergency CallWorx (ECX) through area distributor ez911solutions, adding the system will put Brantley County's emergency call handling service head and shoulders above all other counties in the area.

The system will cost the county more than \$105,000, of which \$52,741 already has been paid, according to Brantley County Board of Commissioners chairman Ron Ham.

Crews already have begun installation of the new equipment which is expected to be completed early next week.

Following that will be a couple of weeks of testing and training before the system is expected to come online on or about Nov. 13.

Once installed, Brantley operators and dispatchers are expected to review video, text messages, and other non-traditional communications, and the software also will be able to sort and select the correct address from multiple address sources such as the location of wireless calls, as well as landlines from AT&T and Brantley Telephone Co.

ez911solutions will provide computer aided dispatch, mapping and local ANI components of the solution, which will receive call locations and addresses from ECX's CallStation program.

Brantley's 911 center handles approximately 15,000 calls yearly and responds to more than 12,000 incidents.