



The Leader in E911 Solutions

Case Study: Government Facility

“With RedSky’s E911 system, our county premises are appreciably safer for employees and visitors. The system models government leadership in leveraging technology to add workplace protections.” Catherine Maras O’Leary, CIO, Cook County

The Challenge:

If there’s a single group above all others that requires E911 to provide complete emergency response protections, it’s our government. Federal, state and local government is one of our nation’s largest employers with hundreds of thousands of workers in public buildings across America, frequented by tens of thousands of visitors daily. In libraries, city halls, driver’s license facilities, military bases and government administrative offices the public expects the best emergency preparedness tools and plans to be executed when necessary.

One such tool many government entities are now using to foster greater protections is Enhanced 911, or E911, for private-switch phone systems. “E911 technology will help us automatically provide public safety dispatchers with detailed information to pinpoint the origin of a 911 call,” explains Catherine Maras O’Leary, chief information officer at Cook County.

With basic 911, an emergency dispatcher knows only the billing address of the phone system where the call originated. With E911, an emergency dispatcher knows the caller’s street address and their specific location such as the west hallway on the 9th floor. The challenge is that the private switch owner must configure the phone system to out-pulse the caller’s Automatic Number Identification (ANI) and populate the regional ALI database so that detailed location information for the caller is provided to the 911 dispatcher.

A growing number of federal, state and local government entities have recognized the challenge of providing prompt emergency response without an E911 system in place, and have taken the opportunity to protect their people and facilities with an integrated system.

The FCC “strongly encourages state colleagues to take action to ensure E911 capabilities for multi-line phone systems.” Michael Powell, Chairman of the FCC

Opportunity:

Federal, state and local government entities are ideal candidates for E911 and RedSky’s E911 Manager:

1. **Large employer...lots of personnel movement.** Government facilities serve the public throughout the country including courts and legal departments, parks and recreation, transportation, and administration and management offices. The phone service supporting these facilities is typically managed by a PBX or multiple PBXs tied to a central location, which can be problematic for 911 calling and location identification.

Cook County in Chicago is one of the nation’s largest public service entities with facilities sprawling throughout the metropolitan area supporting tens of thousands of employees and visitors. The telecommunications department, headed by Catherine Maras-O’Leary decided to implement E911 to help ensure the safety and security of employees and visitors. With more than 68 PBXs and 30,000 stations to manage, the County chose to implement a centralized solution that systematically integrates with the

phone system to automatically manage E911 on an ongoing basis. Administrative resources to manage the process were an issue, so implementing a solution that automated the process was another important factor.

- 2. Improve emergency response.** Government buildings often have a substantial on-site security presence. Notifying designated individuals of a 911 call and its exact location can improve emergency response to these complex facilities. On-site security can provide immediate assistance to the person in need, or direct emergency responders to the exact location upon arrival. E911 facilitates quicker emergency response by putting detailed location information into the hands of key individuals that can most effectively respond to the situation. The Centers for Medicare & Medicaid implemented an emergency on-site notification system directly tied to their E911 calling capabilities to improve emergency response. On-site security is now notified when a 911 call is made and is provided the complete location record of the 911 caller. The notification includes details about which of their 6,000 employees dialed 911 and where they are located throughout the three-building campus.
- 3. Model good corporate citizenship.** Leaders throughout the country are recognizing the importance of E911 and are doing something about it. Across the nation, agencies in Arizona, Connecticut, Illinois, Maryland and Texas are among many that are implementing E911 to protect their employees and visitors. Joining them are armed forces facilities as well as federal civilian agencies.

Implementing E911 on the private phone system also provides an opportunity for public officials to make an immediate impact on safety. Says Jennifer Hanson, manager of the State of Montana public safety services office “the first step in providing E911 service on an MLTS is to make sure we practice what we preach.” According to Hanson, the state of Montana is currently upgrading their phone system with E911 for all of its buildings.

Solution:

Many leaders are incorporating E911 into their budgets now in anticipation of implementing E911 over the next couple of years. By adding it into capital expenditures for new or upgraded phone systems or migrations to IP Telephony they are able to prepare for the future.

For the past decade, RedSky has installed its E911 Manager™ solution at government entities across America. Today, E911 Manager helps hundreds of organizations provide a safer working environment for more than 100,000 government workers for traditional and IP end-points. E911 Manager automatically interfaces with the private switch phone system to track and manage location changes for digital, analog and IP phones.

“As customers operate in a converged environment. RedSky’s E911 solution ties everything together so customers like Maricopa County can be assured that specific station location details are sent to 911 authorities.” Gene Carl, Avaya, Government Accounts Mgr.

E911 Manager automatically translates station location data into the proper NENA format for submission to the regional ALI database and validates the records for acceptance. E911 Manager is scalable to support thousands of phones and hundreds of locations from a single server, which is critical for large, distributed government entities with limited resources. For more information about the technical requirements for E911, visit www.redskyE911.com or request an optimization kit by calling 1-877-REDSKY1.

“There’s no question we saved money. We would have had to hire two full-time employees to implement a manual solution. It would be four or five times the cost of the RedSky solution to track, add and change the 911 database continually.” Former Telecom Director, McCormick Place and Navy Pier, Chicago