

CASE STUDY Prince George's County Emergency Communications Center

CUSTOMER PROFILE

All 911 calls in Prince George's County are routed to the Public Safety Communications Center (PSC) for dispatching of proper emergency personnel. PSC consists of approximately 190 authorized personnel that are responsible for operating the center on a 24/7 basis to field and dispatch calls, provide technical support, monitor radio systems and perform crisis intervention and management activities.

The existing PSC was last renovated more than ten years ago, and it was County's priority to upgrade the operation with a modern facility to handle current and long term demand in the region. The county needed a new PSC to support the new radio system, as well as provide space for future growth needs.

COMMDEX SOLUTION

Planning/Needs Assessment

The purpose of the needs assessment process was to identify the current and long-term user needs and requirements for the new communications center. Commdex met with key staff, performed site surveys, and reviewed documentation as required to document the needs of the County.

Design

Based on the information gathered during needs assessment, a design for 40,000 square foot Public Safety Communications Center was proposed to serve the Fire, EMS, Police, Call Taker and Dispatch Operations. The exterior of the single-story building was designed with customized anti-terrorism and bomb and blast safety features.

Facility Construction

CommDEX managed installation of Mechanical, Electrical and Plumbing systems, and construction of critical building systems i.e. redundant emergency power systems, redundant generators, fuel systems, uninterruptible power supplies and redundant HVAC systems including their testing and commissioning. CommDEX also led the design and installation for life safety, fire alarm, detection and

fire suppression (wet pipe sprinkler, precaution and FE 25.)

Communications Systems

To ensure uninterrupted communications, the facility was supported with redundant Verizon light spans with diverse paths to the building. The facility has diverse connectivity to the existing LAN that required 1.5 miles of underground fiber and a 23G microwave path to connect to the nearest public safety building and communications tower site. CommDEX also provided design and installation of data cabling, security and access control systems for the entire facility.

The new consolidated Emergency Communications Center (ECC) was outfitted with new furniture and equipment to support 100 dispatchers and 70 call takers using new MCC7500 consoles, Computer Aided Dispatch and Automatic Vehicle Location technologies.

COMMDEX ROLES

Working closely with Prince George's County and third party vendors, CommDEX managed the design/build and construction management activities for this Communications Center. This included tenant build-out work, as well as installation of state-of-the-art communication and processing systems for the dispatchers and call takers.