



REQUIREMENTS

San Juan County Communication Authority is the Dispatch Center, and 911 PSAP for San Juan County. In 1994 we combined all the Agencies in the County into a Combined Dispatch Center. Covering an area of approximately 6000 square miles, the Main Dispatch Center consists of 14 positions with 50+ separate channels. The Backup center consists of 4 positions with 24 channels.

Our old radio console system, a Motorola MCC 5500, was a good system but was no longer supported and in need of replacement. After researching various console manufacturers, the decision was to go with Mindshare.

BENEFITS

The Mindshare system has many advantages over the other manufacturers. First, it doesn't require a server which would require constant care to maintain. It doesn't have a single point of failure. The alias database used for MDC ID's is stored on each position, eliminating the need for a separate alias database server. It has a very small footprint at the Dispatch Positions with no need for a separate computer. The card cages, which the radio channels connect to, can hold up to 16 channels per card cage saving room, and can be powered from a 12 Volt DC Battery plant. In case of power outage, the system is connected to a large UPS but can use a battery plant for emergency power if the UPS fails. With the IP network interface, it was easy to connect the Backup Center to the Main Centers network. This made it possible to have all the resources from the Main Center at the backup Center, and vice versa. This allows for a seamless transition in the event the main center has to be evacuated. The fact that Mindshare is truly Made in the USA in Lincoln, Nebraska was also a plus. Its price was $\frac{1}{2}$ to $\frac{1}{4}$ the price of the competitors. The Dispatch screens are completely customizable. Including Color, Shape, Size, features, placement of all the channels. They can finally have a large precision GPS time synchronized clock on the display, which wasn't available previously.



- The system uses Debian, a Linux-based operating system, eliminating any Windows headaches.
- The dispatchers love the instant local recording of the channels. They can play back the calls instantaneously from any of the channels without having to access the long term recording system.
- The consoles are integrated with the 911 phone system for single headset operation.
- When asked to provide a relay closure for the positions to turn on a light to show incoming traffic on the channels, a feature that was not previously provided. Mindshare promptly modified the software to enable the feature. This was very important as the dispatchers are using headsets primarily, and it isn't easy to tell if the dispatcher is listening to a unit calling in when you are trying to talk to them. With the light tree, it became easier to tell if the dispatcher is on a phone call, transmitting on the radio, or listening to a unit calling in.

“I've been working on radio Consoles for over 40 years, back to the Motorola original Centracom consoles. Our Center is quite busy at times, and its Communications equipment must function at a high standard to meet the daily needs of an Emergency Dispatch Center. The equipment is first rate and has flexibility to adapt to special configurations.”

-Charles Rash, Radio Communications Supervisor for San Juan County Office of Emergency Management.

