



**Greene County  
Emergency Services**

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**John P. Farrell, Jr.**  
Director

## **Radio Consoles**

July 17, 2017

To: Greene County Legislature, Greene County Public Safety Committee, Greene County Emergency First Responders, and Greene County 911 Dispatchers.

As many of you may have heard by now Greene County Emergency Services has entered into an agreement with Zetron AcomNOVUS Communications Systems to replace the current radio consoles in the 911 Center. The project team is working with NYCOMCO to coordinate the project. Below are the mission statement and the goals adopted by the project team.

The Zetron system is a full IP based radio system that provides a scalable solution for small to large dispatching needs using ultra reliable commercial-off-the shelf server technology. Zetron, consoles can be configured for full local and geographic redundancy, guaranteeing the highest levels of system availability and reliability. This solution is ideal for primary dispatch facilities, creating back-up or remote dispatch capabilities and connects to all radio tower sites and external radio systems.

### **Mission Statement**

To successfully changeover from our legacy system to the Zetron system as quickly and efficiently as possible, provide proper training, limiting disruption and maintaining day-to-day operations within the 9-1-1 Center.

### **Goals**

- Improve the flow of information between Dispatch and First Responders
- Stabilize the operations with standard software and hardware
- Enhance operations with Dispatch and First Responders
- Train employees.



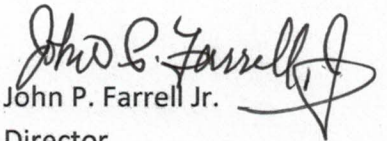
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Training is a very important component of the installation and implementation process. Everyone that will be using the new radio consoles will be trained on the use of the new system. This training will utilize a variety of theory, demonstration, and hands-on techniques, participants in this course learn system functions, features and options as they pertain to specific console operations.

There will be several changes that will be taking place after the system is put in place to improve First Responders and Dispatchers workflow. While the new radio consoles are being put in place Greene County Emergency Services will be reviewing our current policies and protocols and possibly making modifications. There will be changes made as to the way Greene County conducts business and that will be difficult for some to accept. I also realize that there may be some bumps in the road, and some frustrations. The project team, NYCOMCO and Zetron are committed to providing the training and transition assistance that will ensure that disruptions will be limited and problems minimized.

The new radio consoles will allow Greene County 911 to improve our operations. Project success will require patience, understanding, and cooperation from everyone. I am confident that each department will support this radio console upgrade project.

Sincerely,



John P. Farrell Jr.

Director

Greene County

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