



ENHANCED

9-1-1

SYSTEMS CONSULTING

Today, more than 6,000 Public Safety Answering Points (PSAP) across the United States provide its citizens with rapid access to emergency services. In the more than 37-years since the Universal Emergency Number 9-1-1 was adopted, our National Emergency Number System has greatly improved to the point where it provides highly sophisticated Automatic Number Identification (ANI) and Automatic Location Identification (ALI). These capabilities have reduced significantly the delay between request for aid and the dispatch of emergency responders, thus greatly improving the overall quality of emergency services to the public.

Yet, despite the advances of Enhanced 9-1-1 systems, new challenges continually face public safety professionals. The continued rate of rapidly advancing technologies such as Emergency Crash Notification (ECN) and Voice over Internet Protocol (VoIP) coupled with the public's desire for more personal and mobile communications demands creative new ways of providing automatic location information.

RCC is helping public safety organizations take advantage of technology by offering comprehensive engineering and consulting services in planning, implementing, and testing emergency number systems. Our broad array of consulting and engineering services can be customized to fit individual needs.

We have over 20-years of experience working with national, state, and local emergency services organizations from all over the world. RCC's consultants and engineers provide a broad range of services to meet our clients' project objectives. RCC staff reflects both technical and operational experience in the Enhanced 9-1-1 network and PSAP equipment environment. Our industry experience and technical knowledge are combined with impressive expertise with all communications and information technologies to provide exceptional value to our clients.

 RCC Consultants

RCC AREAS OF EXPERTISE FOR E9-1-1 AND PSAP'S

PSAP Systems

- E9-1-1 Equipment
- Automatic Call Distribution
- Management Information Systems
- Wireless Mapping (GIS Databases)
- Voice Logging Recorders
- Instant Re-Call Recorders
- CAD Systems & Interfaces
- Records Management Systems
- Radio Dispatch Console Systems
- Administrative PBX Systems
- LAN/WAN Systems & Cabling
- Building Public Address Equipment
- Building Security & Access Systems
- CCTV Surveillance Systems
- Uninterruptible Power Supply Systems
- Emergency Backup Power Systems



Communications Center Design

- Detailed Space Planning
- Scale Floor Plan Development
- Equipment & Dispatch Room Design
- Dispatch Console Furniture Design
- Construction & Equipment Budgets
- Site Evaluations & Site Plans
- UPS Loading Computations
- HVAC Loading Computations
- ADA Compliance Guidance
- Lightning Protection Systems
- Grounding Systems
- Acoustics Planning

Traffic Engineering

- Busy Hour Call Volume Per Shift
- Call-Taker Obligated Time
- Emergency Call Process Analysis
- Peak Shift Loading Analysis

Client Centered Services

The Emergency Number System design process can be complex, with many interrelated factors involved. RCC's customized client services can vary widely depending upon project requirements. Our consultants and engineers offer the flexibility of working directly with planners in identifying both systems and staffing requirements. Our services can range from a peak busy hour staffing study to the complete design of a new PSAP, including all of the equipment and systems in the building. We tailor each project to meet the specific needs of our clients and would be pleased with the opportunity to discuss with you how we may be of assistance in planning your critical systems and operations.

- Needs Assessments
- Consolidation Studies
- Detailed System Designs
- Specifications Development & RFPs
- Vendor Contract Negotiations
- Project Management of Installation
- Acceptance Test Plans & Supervision
- System Cutover Management
- Outsourcing System Management

www.rcc.com
info@rcc.com



RCC Consultants Inc.
100 Woodbridge Center Drive
Woodbridge, New Jersey 07095
toll-free 800.247.4796
tel +1.732.404.2400
fax +1.732.404.2556