



911 Call Center Case Study

FMS, Sensors, Leak Detection, Power Fail Monitor

Monitor. Integrate. Alert. Peace of Mind.

Our Customer



This emergency network includes 35 emergency call centers and over 1,200 operators who administer

the largest 9-1-1 system in their state. This network provides emergency communications and technology infrastructure for 5.8 million residents throughout 49 cities in and around multiple urban counties and their surrounding areas.

Products Leveraged

- o Falcon FMS
- o FMS expansion cards to monitor additional device inputs
- o Smoke detectors
- o Magnetic door sensors
- o Leak detection spot detectors
- o Power fail monitors

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Vital community emergency services depend on the uptime of a network of microwave tower communications sites.

Learn how this 9-1-1 emergency network leveraged RLE's reliable products and their protocol integration features to aggregate their notifications into one single pane of glass view of their disparate systems.



Every Call Is Critical

Uptime is important to every company, but when you run an organization whose mission is, "To ensure that anyone, at any time, using any device shall be able to reach emergency services," connectivity and uptime are vital.

Aggregating Inputs For Transparency To All Data

A major metropolitan 9-1-1 call center presented RLE with their problem: they have more than 30 remote microwave tower sites, each with multiple alarm points from various sources. These alarms didn't aggregate, so staff had to independently monitor multiple sites, systems, and notification paths. Oversight was arduous and valuable time was lost in the alarm monitoring cycle.

With so multiple alarms points from various sources, this call center needed a data aggregation solution. RLE technicians proposed the FMS. One of the most beneficial features of the FMS is wide range of configurable inputs. The FMS is vendor agnostic, so via protocols or hardwire, it can accept inputs from virtually any device. The FMS was a flexible, adaptable solution to this monitoring dilemma.

Finding the Right System

The 9-1-1 call center decided to give the FMS a test run. They purchased an FMS and installed it as the primary monitoring solution at their first remote microwave tower site. They also purchased and installed photoelectric smoke



detectors, magnetic door sensors, and RLE's spot leak detectors - all which seamlessly integrate into the FMS - to monitor environmental conditions in the tower sites.

The integrators used the FMS to gather multiple alarms points from various sources and quickly leveraged the FMS's strongest asset: it allows configuration at a granular level, so users could customize the different sensors and data points it needed to aggregate for each site.

These customization options in the FMS's online web interface allowed the 9-1-1 operator to accurately monitor multiple environmental and data points, categorize into groups, function, and severity level.

The initial trial period was a success and metro 9-1-1 administrators were so impressed with the fit, format, and function of the FMS that they quickly rolled out the solution to the rest of their 30+ tower sites. Each site had some variation, so the ability to fully configure at a granular level continued to be an important component of their monitoring needs.



One Screen, Complete Transparency

Tom Metzinger, RLE's Vice President of Sales, is proud of the work his team did on this project. "When we met with the Metro 9-1-1 center," he says, "They shared their extended vision statement, 'We strive to provide the most reliable, accurate, technologically advanced, and effective 9-1-1 system for our community.' We're grateful to have the opportunity to help them find the right data aggregator - the FMS - to maximize the oversight and uptime of all their remote locations."



FMS Facility Monitoring System

RLE Equipment Used in This Application

- Twenty four (24) Falcon Monitoring Systems (FMS): 1RU, 1 expansion card slot, includes PSWA-DC-24
- Twenty four (24) FMS Expansion cards, EXP-C-24: 24 DI (digital inputs) per card
- Four (4) Smoke detectors, SMK: Photoelectric, relay output, requires 12-24VAC/VDC
- Four (4) Spot detectors, SD: Senses conductive fluids, for use with the Falcon FMS, 14ft/4.26m leader cable
- Four (4) Power fail monitors, PFM: monitors 100/240VAC outlet power, relay output, includes interchangeable type A,C, G and I blades



PFM Power Fail Monitor



SD Spot Detector

