

# 2009

# HOT

**15 Innovative New Solutions Identified at 75th Annual APCO CONFERENCE & EXPO**

# PRODUCTS

Some individuals attend conferences for the gadgets, to get their hands on that sexy little radio or play with new CAD systems on 92-inch screens. Others attend to search for the best way to upgrade their agency's systems, software, furniture, technology. The list of communications necessities goes on and varies. But every year, the only place to find what comm centers need and want—as well as satisfy the technology thrill seekers and the serious procurement researchers—is on the show floor of the annual APCO Conference & Exposition.

This year, at APCO's 75th Annual Conference & Exposition in Las Vegas, a select few APCO experts patrolled the exhibit hall as Hot Product reviewers. Incognito, they hunted for the most innovative solutions available to the public safety communications market. Our reviewers have asked all the tough questions, played with the technology and drawn conclusions, identifying the best of the best released in 2009. Here's what our reviewers have to say about 15 innovations that could be coming to an agency near you. —● **BY NATASHA YETMAN & KERI LOSAVIO**

2009  
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PRODUCTS

## DANIELS' NEW P25 RADIO



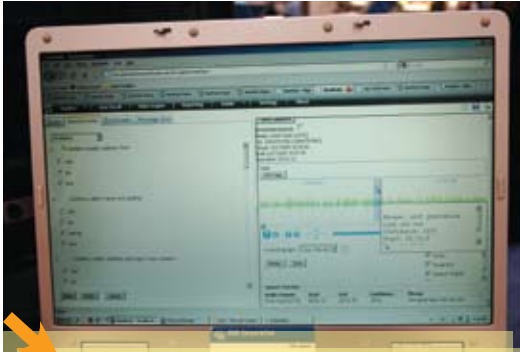
Released in March of this year, Daniels Electronics' P25 Five + One Channel Trunked Radio System "is designed to provide P25 capabilities from a single site," says one reviewer. The system is a compact, low-power, stand-alone solution for agencies needing digital P25 communications for many users. It builds on the existing MT-4E P25 conventional hardware platform and can be deployed temporarily or permanently for police, fire or utility applications without needing a complex network or console interface.

"This appears to be a good system that could be rapidly deployed in the event of an incident requiring communications from an undeveloped location," our reviewer adds. "It can be used with a variety of different radio manufacturers' products. It can be powered from conventional auto batteries or a flexible solar panel. This would allow a user to quickly set up communications in a remote or difficult-to-cover area."

**For more information, call 800/664-4066, e-mail [sales@danelec.com](mailto:sales@danelec.com) or visit [www.danelec.com](http://www.danelec.com).**

PHOTOS COURTESY MCGAIN

**ALL-DATA RECORDING PLATFORM**



For more information, call 888/305-3428, e-mail [info@dss-corp.com](mailto:info@dss-corp.com) or visit [www.dispatchimprovement.com](http://www.dispatchimprovement.com).

Equature by DSS Corp. is a multimedia recording platform that captures voice, video, e-mail, chat, text and multimedia messaging, XML content for telematics and sensor data, and more. According to one reviewer, "DSS is offering a multiple media recording system compatible with NG9-1-1. ... Equature is the first true multimedia recording platform available to public safety and offers speech analysis to search records."

words and phrases. The production of recorded content uses sophisticated filtering, bookmarking and incident reconstruction tools. Equature also provides secure browser access with an NG-compliant lightweight directory access protocol (LDAP) interface supporting single sign-on and full audit trail.

The company reports that all content is indexed for rapid search and retrieval, and is managed automatically according to user-defined rules. Voice data are indexed via advanced speech analytics that allow users to search for specific

As a reviewer noted, "It's comforting that DSS is backed by an extensive 9-1-1 recording system service background. This adds to the company's ability to provide high-reliability PSAP recording systems."

*Note:* The company's Premier Partner Program allows qualifying PSAPs to obtain Equature at a yearly cost without an immediate investment.

**ENTER THE STARGATE**

EFJohnson Technologies' StarGate IP25 Dispatch Console is the company's next generation in Internet-protocol-based consoles and is designed for IP control and connectivity in both P25-trunked and conventional environments.

"It offers a functional touchscreen interface that is customizable for the dispatcher," notes

one reviewer.

It also has 20 watts per channel audio that supports up to 10 Bose high-fidelity speakers, an enhanced (AMBE+2) P25 vocoder and audio processing engine, DES-OFB Multi-Key FIPS 140-2 voice encryption, and enhanced request-to-talk, P25 conventional call management.



For more information, call 800/328-3911, e-mail [sales@efjohnson.com](mailto:sales@efjohnson.com) or visit [www.efjohnsontechnologies.com](http://www.efjohnsontechnologies.com).

**FT NG9-1-1 SUITE**



For more information, e-mail [info@emergencycallworx.com](mailto:info@emergencycallworx.com) or visit [www.emergencycallworx.com](http://www.emergencycallworx.com).

In June, Emergency CallWorx introduced its Fault Tolerant (FT) DispatchStation and CallStation suite. The system is an integrated, browser-based call-taking, CAD and mapping solution designed for VoIP and other open standards.

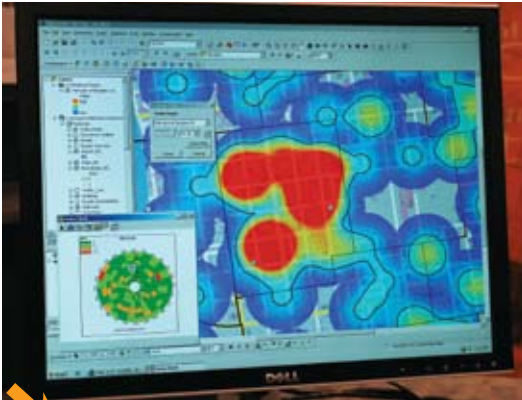
"This system is NG9-1-1 compatible and uses the NEC FT series hardware," says one reviewer. "It's an affordable bundle of an [NEC Express 5800 Fault Tolerant

Server] and the company's software suite."

The total system cost is less than proprietary systems that only offer redundancy and lower levels of uptime. By using NEC's FT servers as the recommended minimal platform, users can centralize such critical functions as 9-1-1 calltaking, mapping and CAD.

"These [servers] deliver 99.9% of system operational time," notes another reviewer.

**ADD 'WHEN' TO YOUR CRIME ANALYSIS**



For more information, e-mail [sales@geo-comm.com](mailto:sales@geo-comm.com) or visit [www.geo-comm.com/geolynx\\_crimeanalyst.html](http://www.geo-comm.com/geolynx_crimeanalyst.html).

This summer, GeoComm released its GeoLynx CrimeAnalyst in the U.S. Originally developed by ESRI(UK) as an extension of ESRI's ArcGIS, this software gives local law enforcement the tools to geographically define criminal activities to detect patterns, trends and make intelligent policing decisions based on actionable data.

"This system can aid an officer's situational awareness, says one reviewer. "It provides insight into local crime trends, and it uses the ESRI ArcView GIS platform, which is a standard for GIS today."

GeoLynx CrimeAnalyst allows for not only location-based crime

mapping but also uses time-based analysis to add the 'when' to crime data. In addition to analyzing trends, the system enables repetitive tasks to be stored and reused to save time and more effectively target police resources. *Note:* ESRI's ArcGIS 9.3 or greater must be installed on the GeoLynx CrimeAnalyst user computers.

*Pricing:* \$5,995 for a single-use license and \$7,793.50 for a concurrent-use license. The company provides a volume discount for two or more licenses, and prices do not include annual software support, maintenance costs, installation or training.

**ICOM'S MORE POWERFUL MOBILE**

"ICOM's new mobile radio, [the IC-F9511HT], is more powerful than conventional radios," says one reviewer. "Its new P25-compliant unit is designed to work with new or existing ICOM systems in the VHF range. Agencies using an existing ICOM system could benefit from this new product at a relatively low cost."

Built to rugged military standards with a water-resistant controller, the IC-F9511HT is a high-power mobile radio with P25 trunking, P25 conventional and

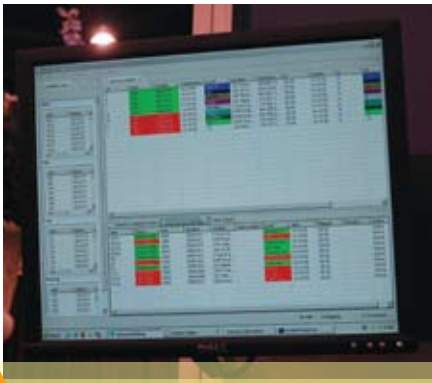
analog conventional compatibility. The compact unit offers 110 watt RF output for reliable, long distance communications.

The radio offers a mixed-mode digital/analog operation, allowing it to automatically detect and receive analog FM and P25 digital signals. It can transmit in either mode, ultimately allowing agencies to introduce P25 equipment without abandoning an analog system. Both P25 OTAR (over-the-air-rekeying) and trunked OTAR are supported.



For more information, visit [www.icomamerica.com](http://www.icomamerica.com).

**PEER-TO-PEER CAD**



For more information, call 800/768-3911, e-mail [info@interact911.com](mailto:info@interact911.com) or visit [www.interact911.com](http://www.interact911.com).

On June 6, InterAct released its next generation CAD system: InterAct-CADtng. "The system is designed to give PSAPs better data sharing potential," says one reviewer, "as well as remote dispatch capabilities, all at a decent price."

InterActCADtng's uses a multi-tenant architecture, allowing multiple agencies to share the cost of one CAD server while still using their own unique processes and procedures. All network workstations can be updated immediately as changes to incident records are made. If the CAD server goes

down or the network connection fails, workstations will continue to operate and communicate. After communication is restored, data is automatically synched to the main database. Any incoming data (e.g., video, audio, text messaging, telematics data, etc.) can be attached to an incident record.

The system also allows full dispatch capabilities from remote and backup sites that can be established quickly during a disaster. Users can connect to the main server over a low-bandwidth communication network and dispatch from anywhere.

**CAD INTEROP**



For more information, call 877/822-8921, e-mail [publicsafety@intergraph.com](mailto:publicsafety@intergraph.com) or visit [www.intergraph.com/publicsafety](http://www.intergraph.com/publicsafety).

"Lack of interoperability between CAD systems has been a problem for some time, and Intergraph's Interoperability Framework for CAD package offers a solution," says one reviewer.

The framework provides a message-based integration between the company's CAD solution and Microsoft BizTalk server, allowing a publish/subscribe model for XML-based messages to and from the CAD system. It also supports the external hosting of loosely coupled business rules capable of

supporting CAD interoperability and rules-based advanced notifications, as well as such data exchange standards as NIEM and APCO.

According to one reviewer, "Biz Talk resides on one server and allows communications between other systems and the development of 'business rules' for sharing data. Each agency can establish its own 'business rules' to enable sorting and processing data unique to their own requirements."

**KENWOOD'S REDESIGNED P25 PORTABLES & MOBILES**

In August, Kenwood released a line of redesigned, P25-compliant, portable and mobile radios. The new 5 watt portable models are the TK-5220 for 136-150 MHz and the TK-5320 for 400-470 MHz and 450-520 MHz. The new mobile models are the TK-5720 VHF for 136-150 MHz (50 watt) and TK-5820 UHF for 450-520 MHz, 400-470 MHz (45 watt).

The radios employ the field-proven rugged MIL-SPEC/IP platform. Operational modes include P25 Phase I digital conventional, analog conventional, FleetSync and MDC-1200 ANI-signaling protocols. Each portable has a 14-character alphanumeric display, a

16-position selector knob, on/off volume knob and eight programmable function keys. The mobile radios have a compact, low-profile design and include a front panel/control head with 14-character alphanumeric display, 10 programmable function/menu keys and an internal speaker.

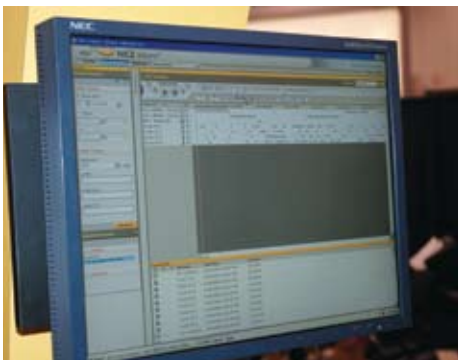
Mobiles and portables have the latest AMBE+2TM enhanced full rate CODEC voice digitization technology, as well as improved forward error correction and noise reduction.

One reviewer liked the new radios because "they're smaller, less expensive and 'intrinsically safe' for use in hazardous environments."



For more information, call 800/950-5005, e-mail [ecomm@kenwoodusa.com](mailto:ecomm@kenwoodusa.com) or visit [www.kenwood.com](http://www.kenwood.com).

**NICE INFORM**



For more information, call 866/999-NICE, e-mail [getinfo@nice.com](mailto:getinfo@nice.com) or visit [www.nice.com](http://www.nice.com).

Released in May, NICE Inform Version 3 fuses voice recordings, surveillance video and multimedia incident information from multiple public safety sub-systems into a common application and interface.

One reviewer observed, "As described by the NICE staff, the company is continuing its emphasis on coordinated data retrieval. This becomes more important to PSAPs as NG9-1-1 brings more, and different, forms of data into the 9-1-1 center, and it all has to be linked for court exhibits and

freedom-of-information requests."

The system includes a media player that allows agencies to compile and securely transmit comprehensive incident reconstructions, including time-synched voice and video, and other documentation, to attorneys and investigators via e-mail, CDs or DVDs.

Recipients get a 360-degree incident view and timeline, with visibility into what people saw, heard and did. Additionally, documentation, such as CAD records, can be sent electronically.



Released on June 15, RAM Mounting Systems new Tough-Box Angled Modular Console is a highly configurable vehicle mounting system. Installers can quickly size the equipment console to the appropriate length to fit the user's exact equipment organization needs. The system has almost infinite configurations for a single part number. This allows

## RAM'S NEWEST CONSOLE

the installer or department to keep one item in stock that can be adapted to a wide variety of applications. Installation times for this console will be shorter and more efficient.

"The console is being offered at about 30% less cost than other companies," says one reviewer, "which will make it more affordable for installers and agencies."

For more information, e-mail [sales@ram-mount.com](mailto:sales@ram-mount.com) or visit [www.ram-mount.com](http://www.ram-mount.com).

"Most 9-1-1 calls result in a dispatch event in a CAD system. Many freedom-of-information requests stipulate 'any and all' information relating to a particular event, which involves manually attempting to relate voice recordings to CAD computer records. The ability of the AET to link with CAD systems can reduce the time to fulfill information requests or to assist with an investigation."

Compatible with Verint Systems Inc.'s Audiolog recorder, the Application Event Trigger (AET) software captures key information during calls from ANI/ALI, ICCS, CAD, calltaking or radio dispatch desktop applications and can identify the calltaker or dispatcher. AET automatically

initiates console screen recording and extracts "call type" (police, fire, etc.) and other information taken from call handler screens.

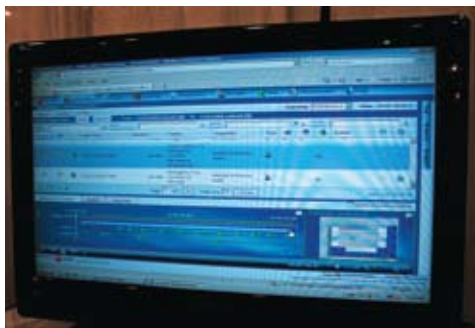
"This can make information searches more efficient," says another reviewer. "It's also a multi-purpose tool in that it has applications for management in addition to data recording."

The system attaches data to interaction recording, allowing public safety agencies to retrieve calls rapidly and intuitively. Managers can search for calls by handler name, location or various other criteria. And built-in console screen recording provides additional information about call handler performance.

## CAPTURE MORE CALL DATA



For more information, call 800/4VERINT, e-mail [info@verint.com](mailto:info@verint.com) or visit [www.verint.com](http://www.verint.com).



For more information, call 800/200-5430, e-mail [info@vpi-corp.com](mailto:info@vpi-corp.com) or visit [www.vpi-corp.com](http://www.vpi-corp.com).

## ALL-IN-ONE SUITE

VPI's new EMPOWER 911 suite, released in April, provides tools to record, analyze, evaluate and improve PSAP communications. Its advanced screen analytics technology captures incident data directly from CAD screens and tags them to call recordings to locate and evaluate the most serious incidents types, comply with requirements and ensure responders communicate swiftly and accurately. The suite comprises VPI's Capture Pro, VPI Quality and VPI Coaching software.

A reviewer who is a former PSAP manager liked the VPI Quality option for call reviews, noting, "a PSAP

supervisor can use VPI Quality to scan for simultaneous factors. For instance if the department policy is for a 9-1-1 calltaker to remain on the line for any in-progress call, VPI can scan for in-progress incident types that lasted for an exceptionally short period of 9-1-1 call duration. While logical explanations may be discovered for a disconnect, a supervisor or manager can have VPI automatically scan for such occurrences and then review the recordings of such calls to determine if the call was properly handled."

Pricing: approximately \$420 per channel.

**FLIP TO OPEN**



For more information, call 800/788-2810, e-mail [info@xybix.com](mailto:info@xybix.com) or visit [www.xybix.com](http://www.xybix.com).

Released on June 8, Xybix Systems Inc.'s new FlipTop CPU Cabinet combines durability and customization with precise ergonomic requirements defined by the ANSI/HFES 100-2007 Human Factors Engineering of Computer Workstations National Ergonomics standard.

One reviewer says, "The cabinet provides easy access to the computers for maintenance or upgrading. It should be easy on the techs."

The FlipTop design prevents

technicians and supervisors from crawling around under the consoles when addressing repairs. The work surface operates on counter balanced hinges, opening easily, and stays open until the top is pulled closed. The cabinet includes a slide-out drawer for front access to computers, a standard climate control fan system and interior lighting. The design all includes the company's cable management folding arms to keep numerous cords neat and organized within the cabinet.

**ZETRON INTEROP**

In January, Zetron released the iRIM, which is designed to transition or interoperate between different proprietary two-way radio protocols while using Zetron radio dispatch consoles. The iRIM provides control over PTT, privacy code monitor, channel or talk-group selection, repeat/talk-around and coded/clear. It also provides incoming PTT-IDs, status and emergency identifications for equipment capable of decoding and displaying MDC-1200. This feature ultimately

allows users to see the source of an incoming call.

"[The iRIM] provides a method to allow different manufacturers radio products to be connected to a Zetron dispatch console by allowing and compensating for different switching protocols used by the various manufacturers," says one reviewer. "This provides for increased flexibility and interoperability between different radios brands and Zetron dispatch equipment." **|| PSC ||**



For more information, visit [www.zetron.com](http://www.zetron.com).

**— HONORABLE MENTIONS: Also New on the Show Floor**

Vendors at this year's conference had much more on display. *Other products to check out:*

- 9-1-1 Public Education Presenter's Pack & Classroom Pack from 9-1-1 for Kids: [www.911forkids.com](http://www.911forkids.com)
- Sentry 4G 900 from CalAmp: [www.calamp.com](http://www.calamp.com)
- DC to DC Power Supply for Panasonic Toughbooks & Power Distribution Unit from D&R Electronics Co. Ltd.: [www.dandrelectronics.com](http://www.dandrelectronics.com)
- Discover GPS Speaker Microphone from EF Johnson Technologies: [www.efjohnsontechnologies.com](http://www.efjohnsontechnologies.com)
- "X"-Nut Series Antennas from E/M Wave Inc.: [www.emwaveinc.com](http://www.emwaveinc.com)
- Antimicrobial UltraLeather 24/7 Heavy Duty Dispatch Chairs from Ergonomic Office Chairs: [www.eocUSA.com](http://www.eocUSA.com)
- RRA Radio Remote Application from IDA Corp.: [www.idaco.com](http://www.idaco.com)
- Zephyr from Ideal Seating Inc.: [www.idealseating.com](http://www.idealseating.com)
- Mobile Dispatch for Public Safety from Intergraph Corp.: [www.intergraph.com/publicsafety](http://www.intergraph.com/publicsafety)
- 2.4& 5 GHz Dual-band Wi-Fi Site Antenna, GPS Multiband Antenna in License Plate Holder, Spring Mount Mobile Antenna & Broadband Yagi Antenna from Mobile Mark Inc.: [www.mobilemark.com](http://www.mobilemark.com)
- Smartphone Commander from Mutualink Inc.: [www.mutualink.net](http://www.mutualink.net)
- The Exceptional Trainer 10 Workshops on CD from Professional Pride Inc.: [www.911Trainer.com](http://www.911Trainer.com)
- CPX Series from PolyPhaser | Transtector Systems: [www.transtector.com](http://www.transtector.com)
- RoboCAM from RoboVu LLC: [www.robovu.com](http://www.robovu.com)
- Automatic Simulcast Delay Line from Simulcast Solutions LLC: [www.simulcastsolutions.com](http://www.simulcastsolutions.com)
- SHA211 Disguised Bumper Mount Antenna from Sinclair Technologies Inc.: [www.sinctech.com](http://www.sinctech.com)
- SMART Solutions for SkyTerra's satellite two-way radios from SkyTerra: [www.skyterra.com](http://www.skyterra.com)
- SkyWay Excel from Solectek Corp.: [www.solectek.com](http://www.solectek.com)
- Dell 22" LCD Wide-Screen-Aspect Touchmonitor & NEC 22" LCD Wide-Screen-Aspect Touchmonitor for radio dispatch consoles from Tech Global Inc.: [www.techglobal.com](http://www.techglobal.com)
- VisiNet Field Based Reporting from TriTech Software Systems: [www.tritech.com](http://www.tritech.com)
- OnComm Rocket from Utility Associates: [www.utility.com](http://www.utility.com)