



## CASE STUDY

### Lehman College CUNY

#### **↗ The Challenge**

Located in the heart of New York City, Lehman College has 2500 stations in multiple buildings and thousands of students on campus each day. A 911 call placed from within one of these buildings ran the risk of leaving emergency responders not knowing from where exactly the call was placed. Additionally, security personnel needed the ability to be alerted when an on-campus emergency was occurring. Lehman College did not want a situation to occur where 911 responders would show up on campus not knowing exactly where to go, with the College's security team having limited information about the location of the 911 call. Realizing the risk, they chose to make the safety of their staff and students a top priority by seeking out an enhanced 911 solution.

#### **↗ The Solution**

Lehman College looked to 911 ETC to provide a solution. 911 ETC's Auto-MAC™ software was able to interface directly with the College's existing administration platform in order to populate the enhanced 911 database. ETC was able to negotiate with Verizon on behalf of Lehman College regarding the PS/ALI gateway. 911 ETC also installed LAN-Alert™, allowing on-campus security personnel to be immediately notified when a 911 call occurs via a PC screen-pop, a cellular phone, or a pager. The LAN-Alert System was also equipped with secure monitoring ports, giving security the ability to monitor a 911 call taking place.

#### **↗ The Results**

Today Lehman College has a fully operational enhanced 911 system in place, along with onsite notification capabilities. 911 ETC's Auto-MAC™ solution allows for automatic maintenance of the station moves, adds and changes (MAC's) constantly occurring. Auto-MAC™ now handles all of the day-to-day administration details. Flagged errors are corrected, and the database is kept accurate and up-to-date, eliminating any need for ongoing maintenance on Lehman College's part. Security personnel know that they'll be immediately notified if an emergency call is placed, and have the ability to both see from where the call is coming and to monitor it.

*For more information regarding an enhanced 911 solution, please visit [www.911etc.com](http://www.911etc.com).*