



# CASE STUDY

## Montgomery County, MD

### **↻ The Challenge**

Montgomery County is the largest county in the state of Maryland, with over 20,000 DID's to manage. When Montgomery County first looked into implementing an enhanced 911 solution they found that there were many issues that first needed to be resolved. There was much work to be done with their database, and there were problems to overcome regarding both Telco and trunking.

### **↻ The Solution**

Montgomery County turned to 911 ETC to help resolve these issues and implement an enhanced 911 solution, including onsite notification capabilities. 911 ETC was able to assist in resolving all issues, with many of them allowing lessons to be learned by all involved, including Verizon engineers. For example, Montgomery County's multiple D channels for the PRI circuit used for the onsite notification hardware initially rendered it unreliable. Despite the many roadblocks, 911 ETC was able to successfully work through each one and had a turnkey E911 solution in place within six months.

### **↻ The Results**

As Montgomery County's prime E911 contractor, 911 ETC receives automatic daily updates from a proprietary Montgomery database via Auto-MAC™. Full file updates for all 20,000 stations are daily made to both the Regional data center. The automatic updates allow Montgomery County to maintain an extremely accurate database. This successfully ensures that the correct location information is automatically given to emergency responders when any 911 call is placed within Montgomery County. Unfortunately, not all organizations residing within Montgomery County have taken the same safety precautions. In April 2006, a doctor who phoned 911 after experiencing chest pains from within his private office at a medical facility in Montgomery County was unable to speak, and emergency personnel were unable to find him. His body was found ten hours later on the floor of his office by cleaning personnel. Following this incident, Montgomery County safety officials sent a letter to more than 300 administrators of large workplaces, urging them to implement E911.

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