

Adam,

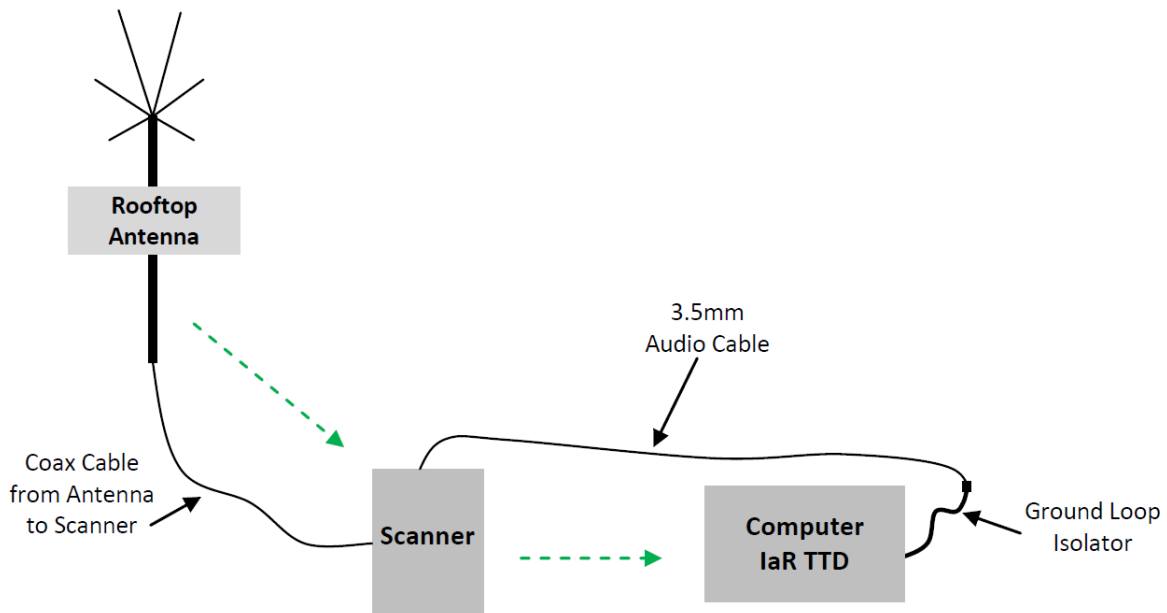
Our experience with the IaR Regional TTD system has been nothing but positive. It was a very simple setup and easy enough install/config. In a nutshell, here's how we accomplished our system here in Columbia County.

Using a rooftop antenna here at the 911 office, we ran a coax cable to a portable scanner (programmed to receive our Fire Dispatch frequency). We then ran a standard 3.5 mm audio cable from the headset jack of the scanner to the audio-in port on the back of a PC where the TTD client was installed and configured. This PC is used in our Communications Center to run weather radar on a large screen display, so it's on 24/7/365 (which is, obviously, important and required). We also installed a ground loop isolator between the audio cable and the PC audio-in port (but this may not be required for all installations).

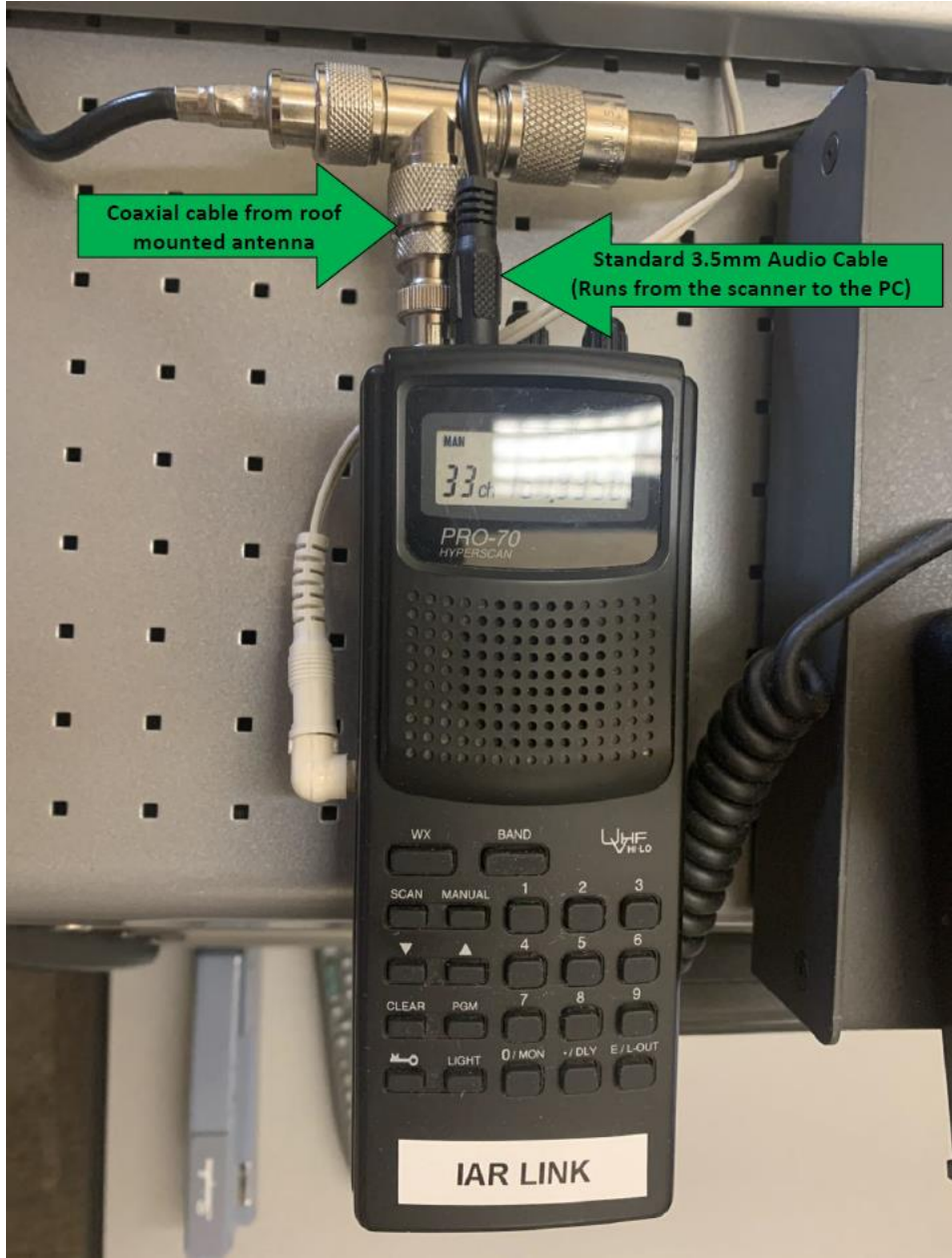
IaR then established a TTD user account for us on the county level, where we configured a "Pager Group" (using A/B Tones) for each fire department that uses IaR in our county. Each fire department then enabled the TTD feature in their agency IaR user account, and each member that wanted to use the TTD function, toggled it "on," in their mobile IaR App settings.

The install and setup was really pretty simple using the setup materials provided by IaR, and the software has been stable and hassle-free since we went live with it.

DIAGRAM OF OUR SETUP:



OUR SCANNER SETUP:



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Kevin V. Johnson

Columbia County 911 | Chief Dispatcher

Adam,

Thus far I am pleased with the "experience". I have attached a screen shot of what we are using for our default values. We had to turn the tone tolerance down to 0.01 as we have some departments with close tones, which appears to have helped with missed and/or detection errors.

We are using a Raspberry Pi V4 with a direct Cat6 connection to our Spectrum router. We had initially set the Pi up with a Uniden Bearcat BCD996 Scanner running off the external speaker port on the back of the scanner. With this set up we were receiving a horrendous hum on the audio recordings, most likely due to the proximity of the scanner with multiple computers and other electronic devices. We switched the Pi over to a Kenwood TK-5720 Mobile with an external antenna, coming off the external speaker plug on the rear of the unit and the audio is now flawless. One thing that I did not do when I switched the input radios was re-check the audio squelch settings within the TTD program. Of course I had made the radio switch on a Thursday or Friday and then could not understand why there were a lot of missed audio incidents over the weekend. My first thought when I got in on Monday was to reboot the Pi (because that fixes everything), then shortly thereafter realized that the squelch was too far to the left. Once I slid it to the right, about three spots past the noise threshold we have not had any missed calls since then.

Both the Radio and the Pi are located within our Admin Operations Center so right outside my office. The Pi is just tucked behind one of the other monitors. The Pi is certainly a no frills option, but I believe if all you plan on running is TTD it is probably the best option. You do not have to worry about constant Windows updates and Windows stability issues, it is certainly a plug-play-forget option.

I will be talking to my radio vendor about seeing if we can come directly off the audio from the console for our Alert channel. If we switch over to that I will let you know.

As of about 30 minutes ago I have loaded all the tones into the various department profiles. We are working on making some adjustments to your email template and will be pushing that out to the departments. The folks that I have had testing it love it. I think it is a great tool.

Thanks,

GP

Regards,

Glen P. Gosnell, ENP
Director / Emergency Manager

WASHINGTON COUNTY DEPARTMENT OF PUBLIC SAFETY



Adam,

I rolled out the “official update” to my respective agencies last week. So far the feedback has been very favorable and provides me with added assurance that my department’s are getting notified ASAP.

As your aware- we are dispatching to eight agencies on seven different radio frequencies. This lead to a problem with centralized management of the TTD system. Geographically, I needed a location to “monitor” the radio with a clear signal. Ideally, that would be at the Communications Center. In order to do this, I decided to “tap” into my radio recorder for a signal that could be passed to TTD. Then I needed a way to have each agency have it’s own specific instance of TTD. Your support team was instrumental in assisting me with configuring the files to accomplish this.

Although my CAD populates the information into a text page, we do not allow for the page to be sent until after the call taker has completed his/her protocol questioning of the incident. If another dispatcher can at least send out the “Tones” to start the trucks- IAR will now push an alert that the department personnel will receive even if their radios are not on.

Technology wise I utilized one Windows PC and added seven USB sound cards. The audio stream is direct wired to my PSAP recorder device. The only issue I currently have is locking down the sound card device numbers should the Windows PC restart due to a power failure. Other than that, I am quite pleased with the implementation and success.

If you have any clients that have questions or need to bounce an idea off of, please have them call me.

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Adam,

Two Tone Detect with lamResponding is working flawlessly for Greene County 911. With your help in setting up a user account on the County level, we were able to enter the tones and configure the pager groups for each of our 27 Fire Departments, Fire Coordinators, County Haz-Mat, and Fire Investigation Teams. When tones are sent on our Paging Frequency and recognized by TTD, the system IMMEDIATELY sends a notification to the users (when pre-alert is selected). In some cases, the tones haven't even completed their transmission yet! Two Tone Detect then starts recording the Voice dispatch and users receive notification in the IaR app. This, of course is in addition to the features that are currently being provided by lamResponding and used by our Fire and EMS community.

Greene County is currently broadcasting our Fire/EMS Paging, EMS Response and Fire Response frequencies to Broadcastify (RadioReference.com), and have been doing so for several years. This provides our First Responders an alternate way to listen via a Desktop / Laptop computer or Mobile Device when needed. We have a direct connection patched from our Zetron Consoles to a Dell i5 OptiPlex 5060 in our Server Rack. We use the Line-In on the Dell as well as an input on a [Creative Labs Sound Blaster X-Fi](#) external audio Adaptor connected via USB to the Dell . Once we installed the TTD software and pointed the input/output device accordingly, everything just works. Start to finish, the software installation, sound card configuration and tone programming took less than 1 hour to complete.

I have attached pics of the Dell Optiplex running in a headless configuration in our rack.

Please reach out if we can be of any assistance in the future !



Neil Kellegher
911 Systems Administrator
Greene County, New York