

3/31/11

## **Paulding 911 upgrades led to fewer dropped calls**

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Recent communication system upgrades at the Paulding County 911 Center have improved its service to residents while increasing its workload, center director David Mumford said.

Mumford made a presentation on the center's operations to the county Board of Commissioners at the board's regularly scheduled work session last week.

The center has used the Solacom Guardian Next Generation 911 telephone system since Sept. 10 and it allows communications officers to handle more calls at one time, Mumford said.

All 10 lines it had before Sept. 10 were part of the Positron 911 system, which only offered two emergency lines capable of accepting wireless calls, Mumford said. Use of the new Solacom system allowed the center to add four more emergency lines, for a total of 14, and give access to both landline and wireless callers on all lines.

"If three people from the county called from a wireless telephone, one of those individuals would get a busy signal," he said. "It was an unacceptable technology. Many people use their cell phones as home phones now."

Mumford said the new system resulted in fewer dropped calls which led to the center handling at least 1,000 additional emergency calls a month at a 25 percent increase each month.

The center processed 56,449 emergency calls in 2010, according to call volume statistics. On average emergency calls increased from 4,336 per month before last September to 5,439 per month, Mumford said.

Additional updates included the center testing an emergency medical dispatch system that provides medical instructions to callers experiencing medical emergencies such as CPR or child birthing before paramedics arrive, Mumford said.