



# P25 System of the Month

## Monmouth County NJ



***The Project 25 (P25) Console Subsystem Interface (CSSI) allows Integration of Zetron's P25 Console dispatch system with Motorola's Project 25 Phase II network.***

***It is the first multi-vendor deployment to utilize the CSSI in a P25 Phase-II solution.***

### Background

Located in the central part of New Jersey, Monmouth County is the northernmost county along the Jersey Shore. With an area of about 665 square miles and a population of approximately 630,000, it is the fifth most-populous county in the state.

The Monmouth County Sheriff's Office maintains two consolidated public safety answering points (PSAPs) to manage the county's public-safety and law-enforcement communications. CentComm in Freehold, NJ, is the main center and serves most of the county. SouthComm in Neptune, NJ, is the smaller of the two and serves the shore area of the county.

"We're a busy operation," says Monmouth County Sheriff Shaun Golden. "Our Communications Division answers 9-1-1 calls for 45 of the county's 53 municipalities and provides dispatch for 20 police departments, 59 fire companies, and 31 first-aid squads. About 550,000 calls come into the communications center annually."

Golden explains why Monmouth County recently decided to construct and equip a new main communication center. "CentComm was built nearly 30 years ago. Not only had the equipment become antiquated, but we had outgrown the space," he says. "There was also not enough redundancy built into our communications systems. In fact, we originally built SouthComm as a stop-gap measure to add redundancy until we could update the equipment in the other center."

### The New P25 System and PSAP Gets Underway

When the time was right, Monmouth County decided to not only update their equipment, but to also construct a new facility from the ground up.

Planning the new center was a seven-year process that included soliciting and prioritizing input from agency administrators and other stakeholders connected to the new center. A key undertaking involved finding new communications equipment that would provide the updated functionality, interoperability, redundancy, and ease of use required to meet these stakeholders'—and Monmouth County's— immediate and projected needs. Bid specifications were written to ensure that the agency's requirements were clearly defined.

Then a request for proposals was issued for a solution that would integrate a Project 25 (P25) Phase II network with a state-of-the-art digital dispatch console. Motorola responded with a bid based on a 60-position Zetron Advanced Communications (AcomEVO) system connected through the P25 Console Subsystem Interface (CSSI) to Motorola's ASTRO 25 Phase II infrastructure. This is the proposal Monmouth County chose for their new center. It was a ground-breaking solution in a number of ways.

### **The Importance of P25 Phase II and the CSSI**

The benefit of P25 Phase II is that it offers twice the spectrum efficiency provided by Phase I. And the CSSI is an open-standards-based interface that allows customers to integrate console and network solutions from different vendors. The deployment for Monmouth County was the first in the industry to offer the CSSI in a P25 Phase-II solution. Zetron's AcomEVO was the first third-party console to integrate with Motorola's ASTRO 25 system. The P25 CSSI interface defines the technology that would make this integration possible.

### **Freedom of Choice**

When asked why they preferred a solution that combined the equipment of two different manufacturers, Golden's answer underscores the value of open standards to customers: it's about the freedom to pick and choose.

"We wanted the Motorola network and its Phase-II functionality as well as the Zetron Acom console," he says. "We've used Zetron consoles for many years and were very satisfied with their reliability and performance. We like the functionality, customizability and room for growth the Acom system offers. It would also support our legacy VHF radio equipment as well as our new P25 network. This is important because many of our smaller agencies are still on VHF."

### **A Smooth Cutover**

"We remained in the old center and kept it running until the new center construction was finished and the equipment installation and testing were complete," says Golden. "The transition to the new center involved not just our new consoles, but all of our equipment, including our CAD and phone lines. Before making the final cutover, we had to ensure that all of the phone lines from the smaller municipalities we support were ringing into the new center. This took several days, but it was a smooth transition."

### **Best in state**

More than 250 people attended the official ribbon-cutting ceremony held April 29, 2014, to inaugurate the Monmouth County Sheriff's Office Public Safety Center. The initial response to the center was overwhelmingly positive, and the good reviews continue to roll in.

"Administrators from PSAPs all over the state and throughout the Eastern Seaboard are very excited about it," says Golden proudly. "They're telling us it's the best, most up-to-date PSAP in New Jersey."

### **To see how your P25 System can be nominated as a P25 System of the Month**

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