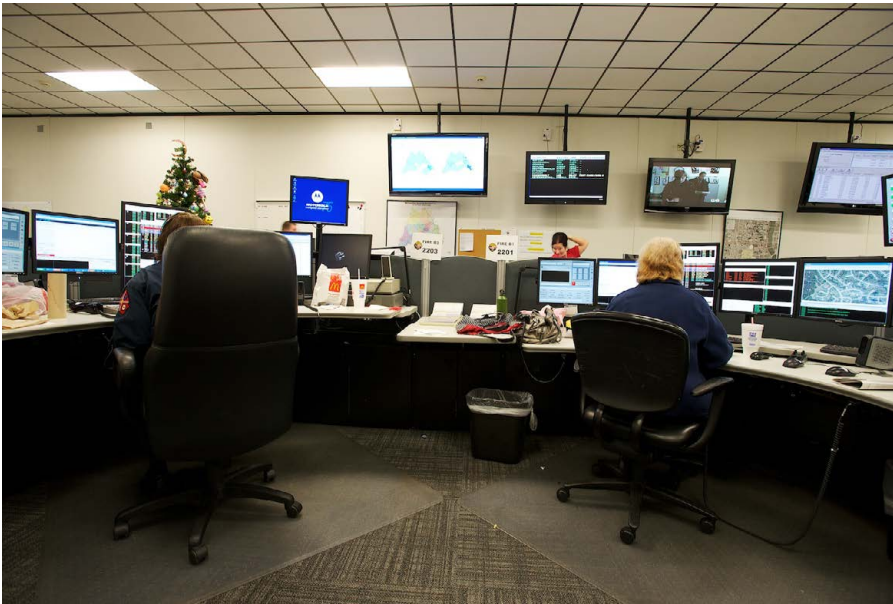


## Critical Upgrades for Call-Taker and Dispatch Stations, Metro Emergency Communications Center Nashville, TN



In order to improve emergency response operations, the Emergency Communications Center (ECC) needed to upgrade their call-taker and dispatcher workstations to modern, state-of-the-art workstations, designed for E-911 applications. This included workstations in the main E-911 room, an overflow call-taker room, and a training room. Puckett Engineering was retained to provide solutions for the ECC's electrical infrastructure, which included the following:

- Replacing 18 call-taker stations, 12 dispatch stations, and 8 training call-taker/dispatch stations, which included circuits from the central UPS systems for the computer, telephone, and radio equipment and circuits from the emergency (generator) power system for the workstation personal comfort systems and task lighting.
- Power for call-queue displays, printers, fax machines, and plasma TVs.
- Upgrading the E-911 manager and supervisor offices.
- The design incorporated distribution equipment and wiring for control and mitigation of power system harmonics caused by nonlinear electronic loads.
- Power was supplied to workstations and other critical equipment from each side of the 2N redundant UPS system for redundancy.
- Surge protection for all workstation circuits.
- Special considerations were incorporated into the design for minimizing any negative impacts on the facility's aesthetics.
- Construction administration services were also provided.

### PROBLEM OR NEED

Call-taker and dispatcher workstations were out of date and needed emergency power, redundancy, and surge and lightning protection to increase their reliability.

### PUCKETT SOLUTIONS

Replaced 18 call-taker, 12 dispatch, and 8 training stations, which included all-new circuitry and power.

Upgraded E-911 manager and supervisor offices.

Control and mitigation of power system harmonics.

Power supplied from each side of 2N redundant UPS system.

Construction administration.

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Year Completed: 2008

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