



Monroe County Dispatch is a Small Wonder

Advanced Capabilities at a Cost-Effective Price

Historic Monroe County is the fifth largest county (by area) in the State of Tennessee, covering over 600 square miles. The county lies along the scenic Appalachian Mountain range bordering North Carolina. With a population of just under 40,000, and no large cities (it lies between Knoxville and Chattanooga) Monroe County's modest tax base requires that its public safety agencies be especially careful about their purchasing decisions.

This was precisely the situation faced by the Monroe County 9-1-1 dispatch when it moved into a new building in 2001. The dispatch needed to upgrade both its radio console and 9-1-1 telephone systems. The county had plenty of equipment manufacturers to choose from; however, budgetary concerns had to be kept in consideration.

"I was originally looking at both brand X and Zetron equipment," explains Clara Hitson, the County 9-1-1 director, "but the Zetron equipment impressed me more. We're a small county, so we had to consider price. I wanted the most for our money, and I feel like we got it with the Zetron equipment."

Cartwright Communication Technology of nearby Knoxville, Tennessee installed both Zetron IntegratorRD radio consoles and a Series 3200 9-1-1 Telephone

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Dispatcher Laura Perian works one of Monroe County's three positions equipped with both Zetron 9-1-1 Telephone equipment and the IntegratorRD Workstation.

system. In each case, Cartwright Communication Technology installed three positions of Zetron radio consoles and 9-1-1 telephone equipment, but wired the dispatch center to accept a fourth and fifth dispatcher position to more easily facilitate future expansion.

"We receive about 24,000 calls a year, both emergency and non-emergency," says, Hitson, "Those include both wireless and landline calls, although we are close to approaching 50 percent wireless calls."

The Monroe 9-1-1 Communications Center provides dispatch for five local law enforcement agencies, 17 fire departments, one rescue squad and three ambulance stations.

"When citizens come in for a tour they are quite impressed," Hitson continues. "We are very proud of our dispatch center for being such a small county."

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See Zetron price list for option pricing.

Specifications subject to change without notice.

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