

## Hillsborough County | 9-1-1 Emergency Response Printer Upgrade

When the Hillsborough County 9-1-1 Administration was upgrading its Fire Printer Network (FPN) 9-1-1 Call Delivery System, it turned to TallyGenicom laser printers to increase efficiency and improve emergency response time. Fire rescue emergency situations leave little room for error. The moment a call is received from the 9-1-1 Emergency Dispatch Center, firefighters and paramedics rely on rigorous training and advanced technology to respond to the scene.

### Problem Met | Upgrading Technology

In 2003, the Hillsborough County 9-1-1 Administration began the process of upgrading its FPN. For years, the Administration had relied on slow dot-matrix printers with short ribbon life and inconsistent performance that did not provide the flexibility of larger fonts, bolded text and information boxes to highlight call information.

“We were looking for high-speed, top quality laser printers that could work in a public safety environment and decrease the process,” said Joni Taylor, manager, Hillsborough County 9-1-1 Emergency Dispatch Center.

### TallyGenicom’s Solution

Taylor found the mix of speed and rugged design she was looking for in the TallyGenicom mL260 laser printer. The mL260 is designed for 24/7 use and was perfect for the company’s Critical Response Printing System. The printer features adjustable font sizes that can be changed on a station by station basis and Intellifilter™ software that allows for printer compatibility on any system without the need to reprogram.

### Speed When It Counts

As compared to its competitors, the TallyGenicom mL260 laser printer was far more rugged and offered a deeper paper tray. And, the automatic power saver mode could be shut off ensuring that there would be no delay in the dissemination of crucial dispatch information. During a performance test conducted by the Hillsborough County Fire Department requiring the transmission and printing of a tear n’ go sheet for six separate fire/rescue apparatus in 30 seconds, the TallyGenicom laser printer was able to transmit and print faster than the HP.

### Customization Creates Efficiency

The TallyGenicom mL260 laser printer has capabilities that will continue to be implemented by Hillsborough County over time. The highlight of the TallyGenicom laser printer is its ability to pre-program maps into its hard drive for duplex printing. When the Administration becomes more acclimated to the new dispatch system, Hillsborough plans to phase in use of the map duplexing capability. Pagers, PDAs and mobile devices also can be connected to the TallyGenicom printers, enabling first responders to receive dispatch sheets if an emergency situation compromises telephone lines through failure or overuse.

### Customer Feedback

“TallyGenicom stood apart based on their printer performance. Also, they took a challenge-solution approach that made our Fire Printer Network operation more efficient and user-friendly for our personnel.”

Joni Taylor  
Manager



### Solution Overview

#### **Industry**

Public Safety/Fire and Rescue

#### **Scenario**

Hillsborough County required a more efficient, reliable, durable printer to compliment its Fire Printer Network upgrade.

#### **Company Profile**

42 fire stations

#### **Benefits**

Rugged, reliable laser printer with customizable options to meet individual Public Safety operational needs in the delivery of 9-1-1 call information.

#### **Printers Used**

43 TallyGenicom mL260 laser printers

#### **Demographic Information**

Employees: 754 Hillsborough County Fire Rescue personnel  
Emergency dispatch calls: 72,000 emergency calls per year