



## Mobile 911 Operations Center Packed With A/V Goodies

**18-wheeler includes 13 operations stations and many gadgets that must fit in tight space and stay secure during travels.**

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It's a showroom for the latest in 911 call center technology.

No, it's an emergency operations center.

Actually, [it's both](#)!

The 18-wheeler, owned and operated by 911 service company [Intrado](#) of Longmont, Colo., traveled to Dallas in February for [Super Bowl XLVI](#) and is traversing the U.S. to show off all of the company's newest emergency management technology and products.

But, the most unique part of the trailer, which reaches two stories high when it's fully open, is that it can serve as the hub in case of an actual emergency. While its main purpose is to serve as a showroom, the flexibility of having 13 operator stations makes it stand out from the crowd.

"One of the biggest challenges is when it's traveling, there's very little space," says Travis Deatherage, owner and president of [Solstice Multimedia](#) of Denver, the 10-person integration firm that did the A/V overhaul of the truck built by Farber Specialty Vehicles.

"They wanted to a better way to reach their customers, as well as a way of showcasing the latest 911 technology."

### Maximizing the Space

Solstice chose a [Digital Projection](#) drop-down projector and [Crestron](#) control system as the centerpieces of its plan. The trailer includes 16 displays, which send HDMI-level video, and about a dozen Mac Mini TVs for product presentations and use in case of emergency.

The trailer is also outfitted with digital signage by Cedna, and a war room upstairs that includes a pop-up TV in a credenza.

An LED lighting system automatically dims and brightens in time with a seven-minute sales video that plays regularly on the truck when it's at various stops around the country.

"It took a lot of work to figure out how to get these systems into such a tiny space," Deatherage says. "There were extremely tight tolerances from a design standpoint."

Another consideration for Solstice was how much everything—including all the cables they used—weighed, and also the diameter of the cables. Solstice also "had to be very aware" of the style of mounts it used on the truck, because of weight restrictions for vehicles on major roadways. The company had a custom mount made for its projector.

### Critical A/V

The installation also includes HDMI cables facing up into the digital media receivers, locked in place or zip-tied. Solstice had to carefully calculate the amount of heat, especially from the surround sound receiver and Mac Minis, and power, which is limited, its design would use.

"I never had a project that took this much thought in the design," Deatherage says. "It required a lot of integration to make sure our system was a critical part of the space. No matter what project we're working on, we want our systems to be compatible with the space, not to compete with it."

Deatherage sees A/V integration becoming a more critical component of the management of 911 systems going forward. Intrado is among the biggest service companies in the 911 space, especially after signing a long-term deal with Verizon recently.

"In the 911 world, there's no room for failure," Deatherage says. "Every time they touch a button, it has to work."

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