USDD's Phoenix G2 Station Alerting System Making a 'Lifesaving Difference' in Emergency Response Times

PHOENIX, Ariz. – February 18, 2014 – Thanks to groundbreaking fire station communications technology powered by Tempe, Ariz.-based US Digital Designs (stationalerting.com), critical seconds have been shaved off fire and medical response times in Cedar Park, Tex., and vicinity. In fact, Cedar Park's new Phoenix G2 Station Alerting System—manufactured by USDD—is already helping the community achieve its ambitious goal of averaging eight minutes for a fire call and six minutes for a medical call in this calendar year.

"While Cedar Park's emergency response times can be measured in minutes and seconds, the end result—the benefit to its residents, their homes and businesses—is nearly incalculable," notes General Manager Dominic Magnoni, US Digital Designs. "The Phoenix G2 Station Alerting System was designed to create a better overall communications response in many different aspects of the emergency call and response process, and it's proving itself time and again," he says.
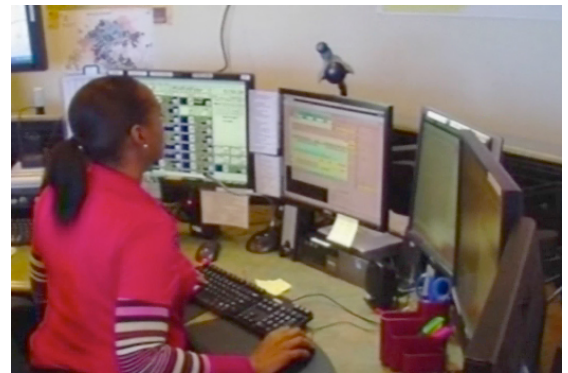
In an emergency, every second counts: from the initial 911 call, which, when it comes in, is then relayed to the dispatcher and ultimately transmitted to every agency and crew on call. There are several steps, and each one takes up critical time. Since the installation, however, Cedar Park is now cutting down that time in impressive fashion, according to the city's Fire Chief, James Mallinger. "Right now our overall for last year was nine minutes and seven seconds," he said, adding that their goal is to reach national response time recommendations this year of eight and six minutes, respectively. In a local ABC station broadcast, Chief Mallinger notes that Cedar Park modeled their alerting system after a Phoenix G2 installation in San Antonio, which has reportedly reduced response times in half.

The Phoenix G2 Station Alerting System technology operates in many different parts of the emergency call process. During an event, the Phoenix G2 helps dispatchers and emergency personnel communicate with the right individuals at the right stations; it frees up dispatchers so there is less (if any) "hold" time on the phone; and, once the dispatcher enters an address, the system automatically determines and announces which types of crews will be needed. It also sends computerized text-to-voice messages to on-call units.

About US Digital Designs
US Digital Designs is a product engineering and consulting company specializing in designing, developing and installing high-quality and high-reliability mission-critical systems related to fire station alerting, robotics and more. Based in the Phoenix, Arizona metro area, the company prides itself on its reputation for developing the outstanding Phoenix G2 Station Alerting System, which plays a major role in helping save lives and reducing property losses in emergency situations. Download USDD's product catalog at stationalerting.com.