



Memo

Date: June 3, 2026

To: Dr. Douglas J. Hewett, ICMA-CM, City Manager

Through: Kevin Dove, Fire Chief

From: David Richtmeyer, Deputy Fire Chief

Subject: Fire Station Alerting

In 2025, Cumberland County Emergency Services initiated a two-phase project with U.S. Digital Designs (USDD) by Honeywell to deploy **digital voice dispatch (Phase I)** and **fire station alerting (Phase II)** across all City and County fire departments. The County is funding Phase I, while the Cumberland County Fire Chiefs Association and individual departments are funding Phase II. The Fayetteville Fire Department (FFD) submitted CIP/TIP requests for Phase II funding in FY26 and FY27, but these requests were not approved. We were assured by USDD and Central Square that FFD could still participate in Phase I without implementing Phase II until funding became available.

The project involves representatives from the following departments and agencies:

- County ITS (Project Lead)
- County EM
- County Fire
- County 911 Communications
- City Fire
- City 911 Communications
- City IT
- U.S. Digital Designs (Project Vendor)
- Central Square (CAD Vendor)
- Radio Vendors (as needed)

In October 2025, Central Square confirmed that the CAD could simultaneously send a signal to USDD and Zetron. However, during configuration and testing, it was determined that Central Square cannot send alerts to both systems simultaneously, contradicting earlier and repeated assurances. The project team evaluated multiple alternatives to activate the existing Zetron system, but each option resulted in unacceptable service degradation. If FFD participates in the June 9, 2026 go-live for digital voice dispatch, FFD and Fay911 will lose automated fire station alerting capability, and the County will be unable to include City units in automated voice dispatch.

Recommended Solution

To ensure interoperability and maintain service levels, the recommended solution is a full replacement of the current Zetron station alerting system with the USDD G2 Fire Station Alerting System. This approach aligns FFD and Fay911 with all other County fire agencies, including other Cumberland County municipalities, and preserves operational consistency. City IT (Willie Henry and Jeff Frye) has confirmed their ability to support the project.

Estimated Costs

Vendor	Cost	Notes
USDD	\$851,302.21	Equipment, installation, configuration
CDW-G	\$7,895.51	IT rack equipment
Nvision Installs	\$4,000.00	Estimated by Jeff Frye
TOTAL:	\$863,197.72	

Project Timeline

Assuming contract execution and PO issuance in July 2026, USDD estimates project completion by December 2026.

- July 13-24: equipment shipped & received
- July 20-24: project kickoff meeting & station install order determined
- August 3-14: station walk w/installers
- Aug 17- Nov 20: Installation of one station per week
- Nov 30 – Dec 11: Cutover window

FFD requests a funding source and approval to proceed with procurement to ensure operational continuity. This replacement system is essential to maintain response times and ensure seamless integration with countywide dispatch operations. Please let me know if you have any further questions.

Cc: Jeff Yates, Assistant City Manager