

CITY *of* WATERBURY, CT



"The single biggest highlight of the new radio system has been the reliability of the system. It is proving once again that a solid system has been delivered. It has continued to work flawlessly since being completed and signed off on and we're very impressed with it."

- Sergeant John Desmond,
City of Waterbury Police Department

SITUATION

The City of Waterbury's police, fire and public works departments were using an aging, analog trunked system. They were having significant coverage problems, Deputy Chief Fred Spagnolo explains, "There were specific buildings in the downtown area close to police headquarters where we had very limited coverage. We even had some coverage issues at some of our major schools. This provided issues with officer safety and their ability to communicate real-time information back to headquarters and other responding units."

In 2013, the City decided to migrate from an analog system to a P25 digital system to achieve:

- | City-wide coverage
- | Officer safety
- | Reliability
- | Safer communities



JVCKENWOOD

"We have been an EFJohnson customer since 1999 and we were lucky to have a trunked simulcast system which enabled us to have all our agencies on the system. When we upgraded we were looking for the same type of system. EFJohnson had developed a P25 trunked simulcast system so we were very interested in that and that was one of our major decision makers for going forward."

- Sergeant John Desmond,
City of Waterbury Police Department

SOLUTION

Our experts worked closely with the City of Waterbury to design a solution that addressed the challenges of their terrain without compromising reliability.

The City of Waterbury collectively selected:

- | ATLAS® P25 City-wide Trunked Simulcast Network in 800 MHz
- | 3 Sites, 9 Channels
- | StarGate® IP-Based Dispatch Consoles at Primary & Remote Dispatch Locations
- | 750+ Viking® Portable Radios; 400+ Viking® Mobile Radios
- | Upgrade from Multi-Net® to P25

The Waterbury Fire Department selected high-visibility green Viking® Fire radios. Deputy Chief Javier Lopez explains their communications requirements that are unique to firefighters, "We ordered high-visibility green for our firefighters for their additional safety features so we can spot them in the dark and in a burning building more easily."

"Secondly our firefighters like the voice annunciation feature that we programmed into the portables. When you're crawling around in a burning building you don't have to look at the knob to turn it, it tells you what channel you're on, so you don't accidentally go to a different channel when you're talking to command.

We also like the ruggedized knobs, it's kind of hard to turn a knob with a gloved hand, the other knobs that we previously had."

The City of Waterbury agencies received technical training and commissioning and our team continues to provide ongoing support services.

OUTCOME

The primary benefits of the ATLAS™ P25 trunked system for the City of Waterbury include:

Officer Safety & Safer Communities

Law enforcement requires real-time information for better situational awareness and coordinated responses. Waterbury Deputy Police Chief Spagnolo says that having a robust radio system provides a stronger lever of officer safety and a greater ability for officers to communicate real-time information resulting in a better service for citizens in the City of Waterbury.

City-wide Coverage

The migration from analog to P25 digital resulted in better coverage across the city. Locations including downtown buildings, basements and major schools were not covered by the old radio system. EFJohnson's design engineers made sure the system design encompassed all the locations that the City had trouble with before, resulting in complete city-wide coverage.

Reliability

The City of Waterbury's single biggest highlight of their new ATLAS P25 radio system is its reliability. Sergeant John Desmond said that EFJohnson delivered a solid system that has continued to work flawlessly since being completed.

