



Stamford Adopts Unified, All-City Wireless Communications System

Motorola Provides City of Stamford, Connecticut with a State-of-the Art Advanced Network System

Background

In a 2004 report, the FBI rated Stamford, Connecticut—"The City That Works"—the fourth safest city in the United States with a population over 100,000. The low crime rate at the time was attributed primarily to effective policing and in 2005, United States Living Magazine voted Stamford "The Best City to Reside In."

Beginning in 2005 and cognizant of Stamford's status as an outstanding place to live, the newly appointed Director of Public Safety, William Callion, began assessing the needs of those who protect citizens and property, the city's first responders and municipal employees. The assessment provided the framework to ensure that the City of Stamford continued as an enviable place to live. Developing a unified wireless communication system for all of the city's first responders and personnel was one of the key findings of the assessment to continue Stamford's status.

"A unified system would bring together fire, police, volunteer fire, public works operations, administrators, etc. under a standard communications platform. It became apparent that developing a unified all-city wireless communication system would provide the city with a powerful tool substantially increasing our effectiveness not only on a daily basis but especially when command and control is paramount during emergencies. Of significant importance was increasing radio coverage for our first responders and the capacity of the system to handle the increased usage. Our immediate goal was to replace the quickly aging radio system in use," says Director of Public Safety, William Callion.

To start the process of acquiring a new system the city hired consultants to determine the features and functionality of new system and planned on a 3 to 5 year funding effort. Stamford last upgraded the communications infrastructure utilized by their critical public safety agencies in 1988. Running with only one main tower site and one additional tower for backup, coverage was spotty and there were dead areas in 20 percent of the city. In-building reception was consistently poor and downtown construction projects interfered with that area's communications. To make matters worse, the system had deteriorated badly in the last two years, costing the city millions of dollars in repairs.



"The City of Stamford wanted to be proactive and ensure the momentum for a new communication system did not come from a major incident that would show the shortcomings of our present system" comments Callion.

Challenge

In February 2006, to remedy the inadequate coverage, limited channel capacity, upgrade issues and maintenance difficulties, the city of Stamford accepted bids to replace the old network with a new one. In addition to solving all these shortcomings, the new network would provide a common, integrated system platform for all city agencies including Fire, Police, Public Works and Administration Departments.

The project, called the Stamford All-City Communications System (SACCOM), would integrate ASTRO® 25 standards and full compatibility with Connecticut's existing State Tactical On-scene Channel System (STOCS) to achieve statewide interoperability.

"With SACCOM, we are providing the best communication tool for the personnel that ensure the safety of our citizens and property. The new system will increase our ability to assist first responders with additional resources and come to their when needed," says Callion. "We knew Motorola could implement the system and deliver the exact functionality that we needed but we were concerned about our ability to keep the system up and running."

The technical complexity of a network infrastructure with such vastly upgraded functionality would require an effective and comprehensive service strategy and ongoing post-warranty support solution.

Nearly two decades after the installation of the original network, maintaining it and obtaining increasingly obsolete components for repairs were proving too difficult. Without completely rebuilding the Stamford network, upgrading existing network infrastructure would require support strategies that included coverage for third party equipment.

Tailored Response

Stamford city officials quickly narrowed the list of possible vendors to build out the SACCOM system down to two. The winning bidder would need the ability to meet the target budget with a proposal that not only met all of the network requirements, but would include high-level service offerings that would keep the SACCOM system running at peak performance. To effectively bid on the project, Motorola went directly to the end users to investigate the shortcomings of Stamford's current system and discover their expectations for the SACCOM system.

"The majority of the network's users were eager for an extensive upgrade. The leadership of the city wanted to meet the users needs and the proposal was unanimously passed through the city's approval process. The teamwork of all the city's departments and leadership to ensure the system was well designed and delivered quickly was very impressive " says Lance Hamilton, Motorola Account Representative.

Giving Stamford the network they needed to enable reliable communications and help provide effective public safety services for citizens would be the initial step. The Motorola team then ensured the system's ongoing success through a well-designed, comprehensive support strategy that would prevent escalation of ongoing support costs and stay within Stamford's budget cap of \$15.2 million. In response to this concern, Motorola assembled an inclusive post-warranty support package and bundled into the overall project cost.

Excellent Results Expected

Preliminary projections for SACCOM predicts network deployment in 2009. But due to effective project planning and a process-driven strategic implementation, Motorola anticipates it will better that expectation by two years. As part of the bundled suite of support services, Stamford has adopted Motorola's Upgrade Assistance Program for three years of comprehensive network support for the SACCOM system effective after the expiration of the one-year Enhanced Support Services (ESS) warranty phase.

The Upgrade Assistance Program includes year-round 24x7 Network Monitoring, Advanced Replacement, End-to-end Project Management, and System Optimization among a spectrum of other services. The network will utilize linear simulcast technology for maximum use of existing tower structures. To accommodate support, the retained third-party infrastructure equipment is also covered within the Stamford maintenance agreement.

Ahead of schedule and beyond the mark, the new 800 MHz, four site, trunked SACCOM system will provide Stamford public safety agencies and municipal agencies with data enabled, city-wide interoperable communications by the end of 2007. "Motorola has really stepped up to the plate by bringing in the system ahead of schedule and under budget," says Stamford's William Callion. "Now everyone, from police to fire to streets and sanitation, are coming into the digital age. With Motorola support services in place to back us up, we can focus on doing what we do best—protect and serve our community."



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