



# BOSTON POLICE DEPARTMENT, UNITED STATES

**Boston Police Department (BPD) is the oldest police department in the United States. It serves more than 700,000 citizens and employs 2,700 officers and staff across 12 district stations, special operations units, school police and teams of community service officers.**

**BPD relies on a mobile radio system for mission-critical communications, but when the pandemic struck, it needed to extend group communications offsite and to areas outside its radio coverage area for continued connection and collaboration.**

## CHALLENGE

The pandemic required unmatched levels of cooperation across the Boston Police Department and other public safety agencies in and around the city. However, it also required that BPD staff stay physically distant from one another, and support staff were asked to work remotely. Many lived outside the city and the coverage area of its radio network, which provides resilient and reliable voice communications for first responders in the field.

## SOLUTION

To meet this challenge, BPD adopted a broadband push-to-talk service to extend group communications beyond the radio coverage area and to non-radio users across devices. The force had previously investigated the solution and, in response to the pandemic, cut implementation from a year to 72 hours. Once complete and connected to the land mobile radio (LMR) network, staff could monitor radio communications in the city from their homes.

## BENEFITS

The new solution provided instant and interoperable communication to enable members of the force to continue serving the public while working safely and securely in their homes. Those staff maintained constant connectivity and communication with frontline responders in the field for operational continuity and organizational resilience throughout the pandemic. The BPD will continue to use the service post-pandemic to enhance communications across the department.



*"Many of our people who had to work from home during the pandemic were not in the coverage area for radio communications. We accelerated the implementation of broadband push-to-talk on our computers and cell phones, so non-essential staff could continue to monitor radio communications within the city. Overall, the technology was adopted very well because everyone understood the implication - had this been implemented at a different time, I don't think the adoption would have been as quick or that users would be as accepting."*

**Shawn Romanoski**  
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