

# City of Meriden Police

## Connecticut, USA

---

### Case Study



#### THE CUSTOMER

The city of Meriden is located in Connecticut, USA. The population of 58,000 is served by 120 Police Officers.

The city needed a mission-critical solution that would improve Officer safety, improve coverage challenges and provide a future proof path to connect with the state-wide network.

#### SITUATION

The safety of Meriden Police staff was at risk with an aging system that failed to provide sufficient radio coverage in all areas of their jurisdiction. The Police Station is surrounded by hills and situated at the bottom of a trough, which poses a significant coverage challenge. The previous radio system was a single site repeater with multiple satellite receivers. The repeater was located on top of a building which happened to be the lowest point in the city, so could not penetrate the hills to reach the low-lying areas.

The main requirement of a new system was to be P25-compliant, in order to be able to work in with neighboring agencies and connect to the state-wide system. A P25 system would allow Meriden to be compliant with the current standards and, in doing so, have a system that could be upgraded and/or migrated to digital when needed.

Meriden also wanted to improve the coverage for the on-hip portable radio, to assist Officers when they have any problems away from the patrol vehicle. They need assurance that any Officer on the street is able to call headquarters to get help at all times.

**“There were a bunch of things the committee looked at that we liked with regards to the**

**Tait product; it was analog and digital all in one package, and the ruggedness of the radio.”**

Lt. Patrick Gaynor  
City of Meriden Police

## RESPONSE

Tait partner, Marcus Communications, provided the solution of a four-site, two-channel TaitNet P25 simulcast system with Tait P25 TM9100 mobile and TP9100 portable radios.

The Tait solution was chosen because of its capability to improve the safety of staff and was much more cost-effective without compromising the value. The Tait system has built-in redundancy, so if there is a failure at one site the next one in line will take over the duties of voting. The Tait P25 mobile and portable radios have both analog and digital capability, and Tait radios are built with a superior ruggedness to take the drops and knocks of frontline policing without any deterioration in performance.

Tait P25 radios also provide Meriden with logistical benefits; the Tait P25 TM9100 mobile and TP9100 portable radios share the same programming which reduces the time-consuming burden of having to manually enter data into each radio.

Tait P25 base stations, mobiles and portables have all been tested with other P25 manufacturers' equipment as part of the P25 Compliance Assessment Program (P25 CAP). This enables Meriden to connect their P25 system to the state-wide network, even if this is established by another manufacturer, and into a P25-compliant third-party console.

## OUTCOME

With an increase in portable coverage that is predicted, the plan is to bring other emergency services onto the network to improve interoperability throughout the area. In addition, Meriden plans to link the systems to the state-wide network being rolled out in Connecticut, with a wider goal of increasing interoperability between 911 centers.

## MORE INFORMATION

For news, product specifications, comprehensive technical information and contact details of your nearest Tait service facility, please visit [www.taitradio.com](http://www.taitradio.com)

## CUSTOMER PROFILE

The city of Meriden has a population of 58,000 and is served by 120 Police Officers.

## APPLICATIONS

- ▶ TaitNet P25 simulcast four-site system
- ▶ Microwave relay
- ▶ DES encryption
- ▶ MDC 1200

## BUSINESS BENEFITS

- ▶ Built-in voting reduces network failure
- ▶ Rugged portables
- ▶ Adopting P25 standards enables interoperability with other agencies
- ▶ Ability to work in analog, digital and dual mode to cater to different emergency services
- ▶ Local support and knowledge assists with better system design and radio coverage

## PRODUCTS

- ▶ Tait P25 TB9100 base stations
- ▶ 163 Tait P25 portable radios
- ▶ 100 Tait P25 mobile radios



---

Tait is a global leader in designing, delivering and managing innovative communication solutions that help utilities and public safety organizations to keep the lights on and communities safe.

The word Tait and the Tait logo are trademarks of Tait Limited. Tait is an ISO 9001: 2008 and ISO 14001: 2004 certified supplier.