



# CITY OF KINGSTON, ONTARIO, CANADA

CASE STUDY



## THE CUSTOMER

The City of Kingston prides itself on being one of the oldest cities in Canada. It was newly amalgamated in 1998 and is now comprised of the former City of Kingston, former Kingston Township and former Pittsburgh Township.

## THE CHALLENGE

Kingston's Police and Fire Services were faced with the need to update and integrate communications among all public safety departments of the newly formed city, in urban and rural areas. They looked to Time MCI, a Tait solutions provider.

The Police Department's communication systems and networks needed upgrading and customization to accommodate for the broadened area of service. With their old system, they were using separate radio systems for what were once separate jurisdictions. They looked to find a system that would streamline their operations and provide a high level of encryption.

The Fire Department's communication system was also in need of an update that would enable them to better serve the community. Inter-connectivity between departments, interoperability with other component providers, and customization were all desired characteristics of the new communications network, which also needed to fit within a strict budget.

### Customer profile

The City of Kingston, Ontario Police and Fire Departments

### Applications

- P25 digital system

### Business benefits

- Cost-effective, complete interoperability
- Excellent clarity and coverage
- Encryption for secure communication

### Products used

#### Police:

- 175 TP9100 encrypted portables
- 60 TM9100 encrypted mobiles
- Three TM9100 base encrypted radios
- Six TB9100 TX/RX repeaters
- Nine TB9100 RX receivers

#### Fire:

- Four Tait base stations/repeaters VHF TX/RX channel
- 12 Tait base stations/repeaters VHF - 12 RX channels
- Nine Tait base stations/repeaters - paging and station alerting

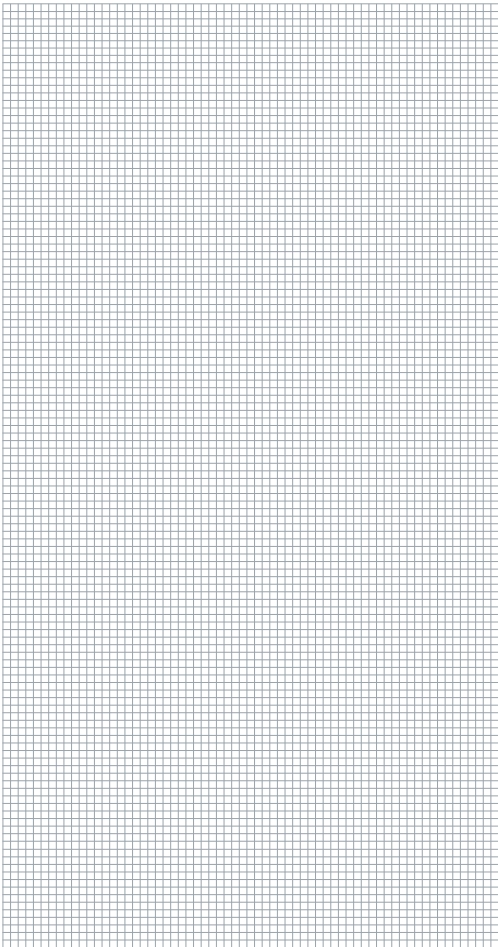


*"The switch to the new Tait system went seamless and the exceptional clarity and coverage goes far beyond exceeding our expectations."*

**Dan Murphy**  
Deputy Chief  
Kingston Police



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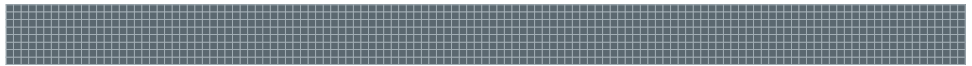


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## THE SOLUTION

The Police Department went to a Tait-only system using the newer APCO P25 digital radios and base stations/repeaters that links the entire 200+ police force together. Encrypted equipment has been put in place for more secure communication.

The Fire Department chose an infrastructure comprised mostly of Tait's base stations/repeaters that allowed for interoperability with other components in their system to provide the features they needed.

Tait's products provided improved and clearer coverage that the city needed to better serve the people of Kingston, and the enhanced group communications has allowed for a smoother, more efficient response. The contract was one of Tait's initial deployments of their proven P25 technology in North America.

## MORE INFORMATION

For news, product specifications, comprehensive technical information and contact details of your nearest Tait service facility, please visit

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