



## Public Safety Case Study



“Because effective policing relies greatly on the mobility and accessibility of all officers and staff, in-building coverage at the new divisional headquarters needed to be addressed before the building opened. Working with Rogers and our team, Spotwave did a superb job at responding to a critical need within our organization, circumventing a very big potential communications problem. They quickly and professionally assessed the situation and helped us roll out an excellent in-building solution. Our wireless coverage has been enhanced with just two SpotCell® systems, on a very tight schedule.”

Daniel J. Bowman, C.E.T.  
Manager, Fleet, Facilities, Property  
and Graphics  
Hamilton Police Service

### The Customer - Hamilton Police Services

Protecting over half a million citizens, Hamilton Police Services (HPS) serves the fourth largest municipality in Ontario. Rated one of the top 100 employers in Canada for two years running. With 1000 employees, HPS is committed to growth - both in line with the city's increasing population and in technological advancement.

Recently, HPS was completing the construction of a new divisional headquarter on the city's mountain escarpment, to replace their previous headquarters, built in 1952. The new 40,000 square foot facility is comprised of 5 main branches, boasts state-of-the-art policing technology, and is made from rugged building materials, including bullet-resistant glass.

## The Challenge

Once construction was complete, the same building features which were paramount to a well-protected police facility, created a problem for wireless coverage inside - it became almost non-existent.

Cell phones have become an invaluable communications tool for police personnel in many ways. Trying to operate without reliable coverage could affect several units within HPS. Detective and tactical teams managing special projects commonly depend on their cell phones as a lifeline to communicate with others, especially within covert operations. When wireless communications grind to a halt, the administration team is also affected. While at the new building site, the HPS facilities manager needed to be reached by architects and contractors, but cellular communication was impossible.

## The Solution

Working with their carrier, Rogers Wireless, the facilities staff at Hamilton Police Services turned to Spotwave to find a solution. Within a matter of days, Spotwave worked with Rogers and HPS to identify the critical coverage areas and deliver a cost-effective solution while enhancing in-building wireless coverage.

The solution - the combination of a SpotCell® 200 system and a SpotCell® 100 system with additional coverage extension antennas, provided ideal wireless coverage in targeted area including patrol, economic crime, divisional detectives, administration and locker and change areas.

## The Results

Since the deployment of two SpotCell® units within the new Hamilton Police Services headquarters, wireless coverage has been optimal. Officers, staff and visitors now have the ability to be mobile and reachable in-building, with strong signals and clear reception.

For more information on Spotwave and our full line of indoor wireless coverage solutions, please visit our Web site at:

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