

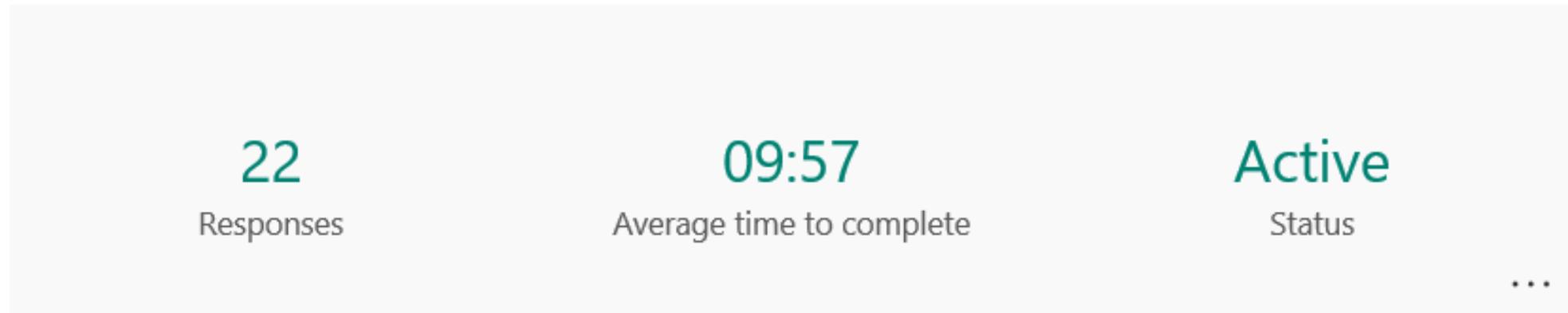
The Connecticut Land Mobile Radio Network (CLMRN)

July 2020 User Survey Results



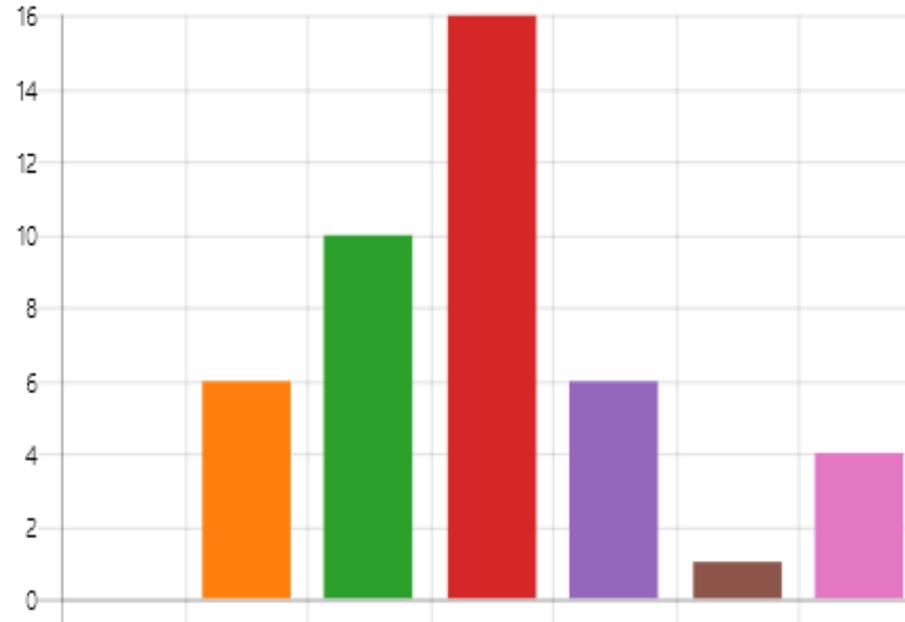
The survey was sent to 61 CLMRN users. A third responded in the first month.

Connecticut Land Mobile Radio Network (CLMRN) Survey - July 2020



If you haven't taken the survey yet, it's not too late. We're leaving it open for you and new users as they join the network. Your feedback is important and can benefit the whole group. Just click here to take the survey today: [CLMRN Survey 2020](#)

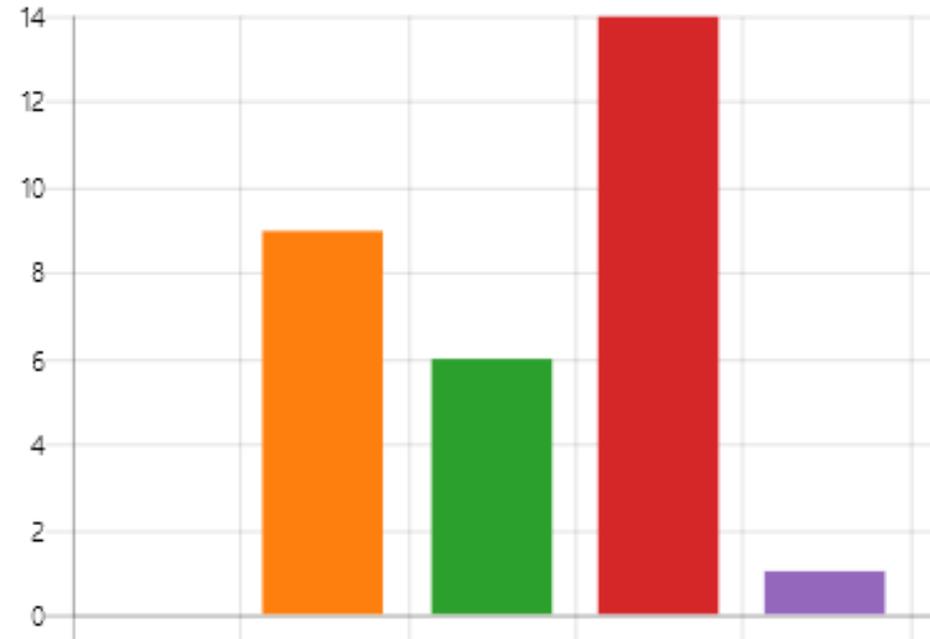
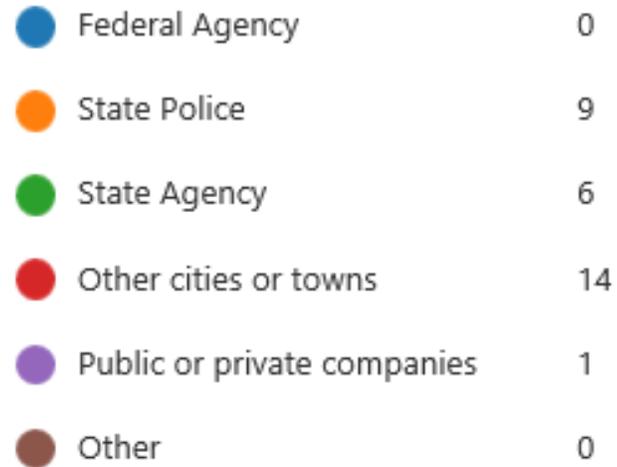
Various partners are using the CLMRN to support public safety



Other types of partners:

- Forsters And Radiation
- Regional PSAP
- Hazmat Response
- Parks and Rec

77% of survey respondents have reported improved interoperability with other users. Here's who they have been communicating with:



Users had a positive experience working with CTS Engineers.

Here are some comments we received:

- "Technical knowledge was great. Easy to work with and always willing to help. VERY responsive."
- "They made hardware recommendations and worked with our radio vendor to make it a smooth transition."
- "Very knowledgeable group, explained things in terms we could understand."
- "CTS engineers are proactive and understand the value of opening the network for others to benefit. CTS engineers are problem solvers and not problem makers."
- "Our partnership is Rock solid and we have worked through many obstacles to make our partnership what is today."
- "They were very informative and provided detailed information about the transition throughout the change over."
- "Great team, always available for questions and trouble shooting."
- "Extremely helpful and responsive. Especially when called upon during critical incident."

Looks like there were some connection issues.

Here's what we will be addressing:

- Some areas with poor reception
- VPN issues with a laptop
- Monitoring the emergency button on channels

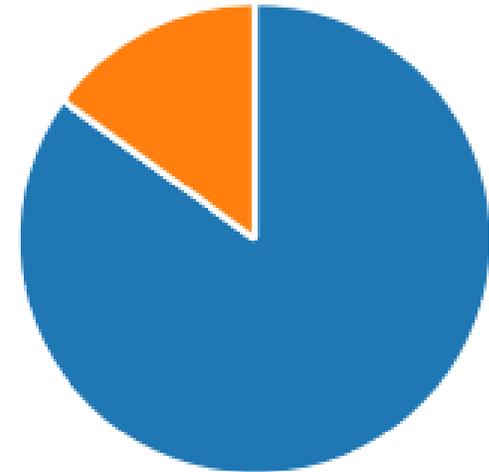
Are there any spots in your jurisdiction where coverage is not as reliable as expected?



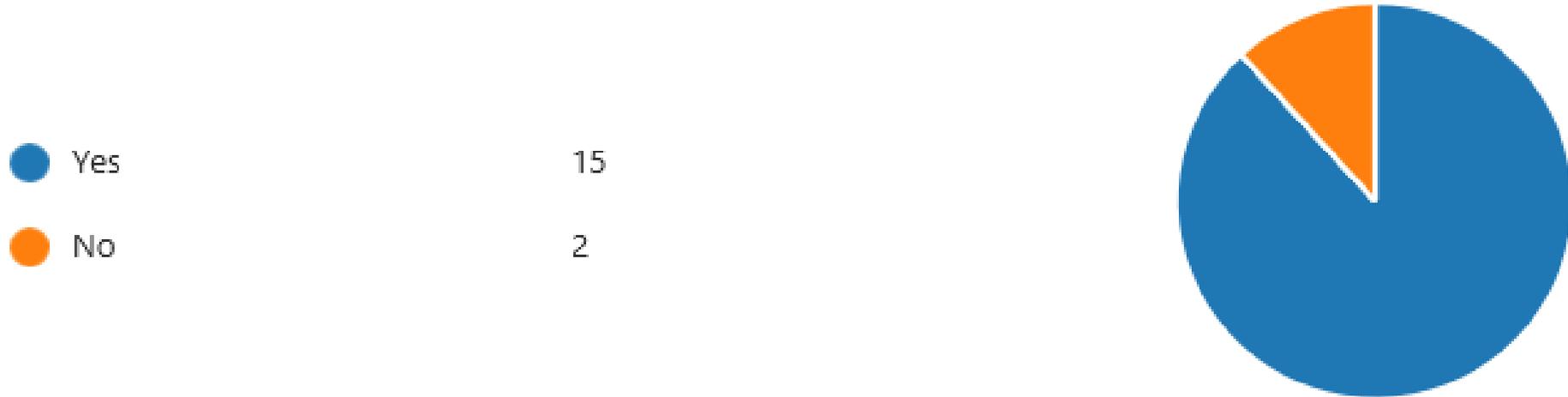
Note: Reporting changes in coverage or critical areas without coverage helps our engineers address the issue. You can call the NCC 24x7 at (860) 685-8008. Do your best to describe details such as:

- the geographic location
- mobile or portable
- if a portable, was it handheld or hip worn
- type of antenna – $\frac{1}{4}$ wave or $\frac{1}{2}$ wave
- in a building or outside

Nearly all of the respondents believe regular CLMRN Users Group meetings will be useful. Of those, most would like to meet quarterly.



Should the network set up a portable radio coverage standard? Overwhelmingly, "Yes!"



Lastly, perhaps the most important feedback we received was your suggestions on how to help improve the network.

Here is what we heard:

- No suggestions I can think of. Keep up the great work!
- None. Thank you for your professionalism.
- Improve channel capacity for the Troop C and Troop K constellations.
- My biggest suggestion would be to create ways to use the system more often for regional command and control of incidents. The more people are allowed to use the system with less restrictions the better it will be received.
- Coverage guidance suggestion: minimum 8db in bldg blanket with 20db In building for critical buildings Or perhaps providing a “certification” to communities which build this portable level coverage. This would allow other area agencies to evaluate what neighboring jurisdictions conform to the portable coverage standard. Forcing a portable coverage standard might price a community out?
- Interoperability Standardization - a consistent format and plan for setting up interoperability between departments in surrounding cities and towns.
- Training and face-to-face interactions.