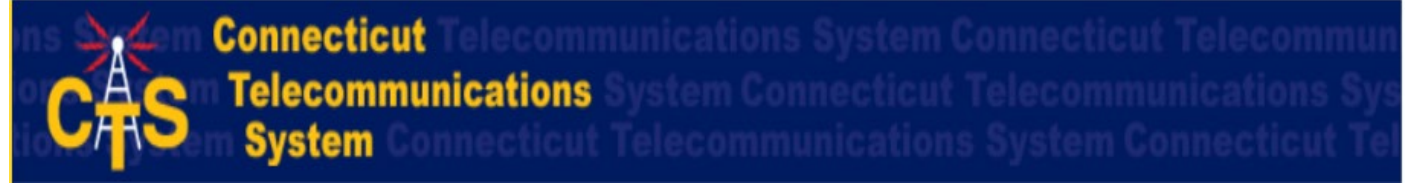


Connecticut Land Mobile Radio Network (CLMRN)

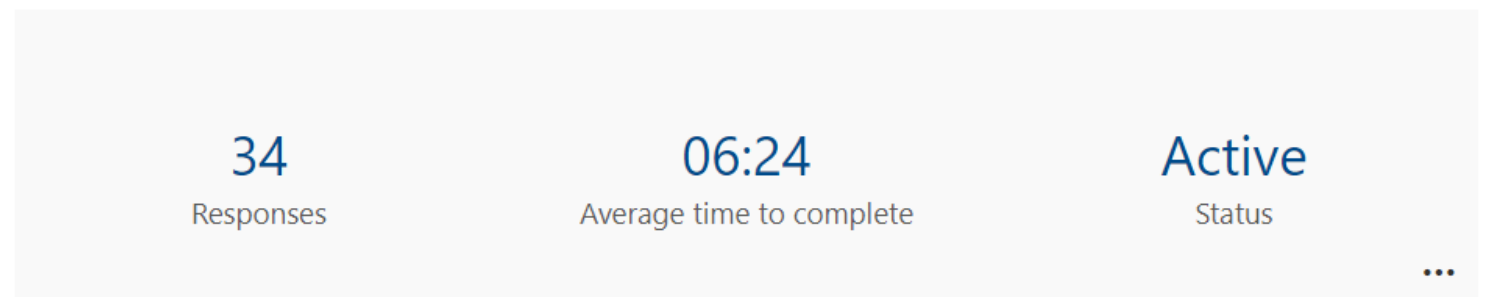
User Group – 2022 Survey Results







The survey was sent to nearly 200 CLMRN users. One out of six responded in the first few weeks.

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 2022](#). And you can always reach out with questions, comments, and feedback at P25@ct.gov.

Connecticut Land Mobile Radio Network (CLMRN) User Group – 2022 Survey



Approximately how long have you been using the CLMRN?

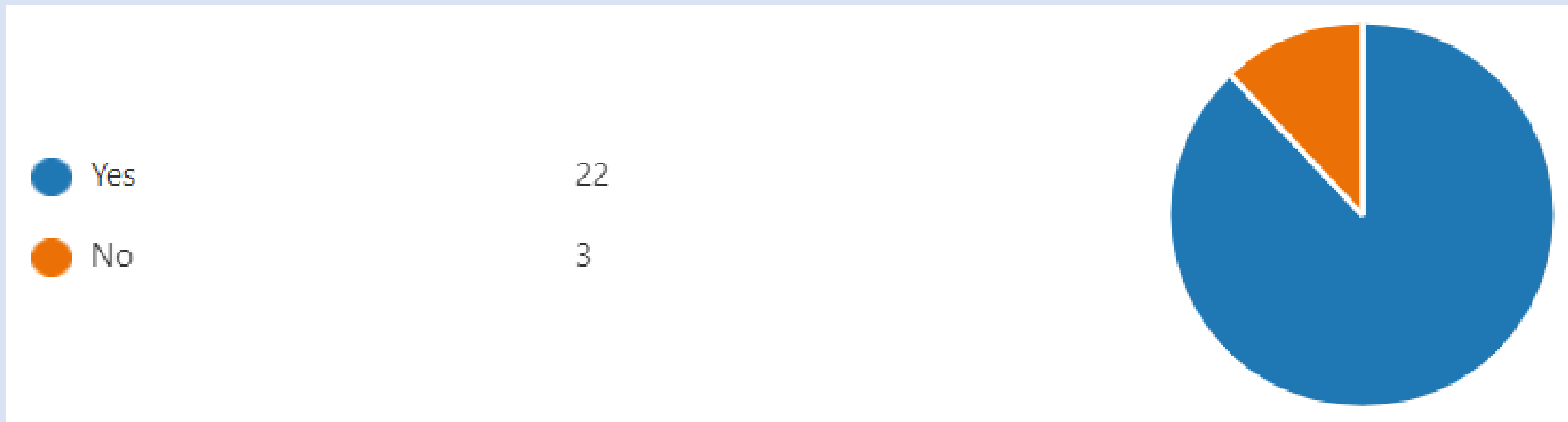
 Less than six months	2
 6 - 12 months	6
 More than one year	17
 We have not gone "live" yet.	9



Did you need to purchase additional equipment for your pre-existing radio system to be compatible with the CLMRN (e.g., ISSI/CSSI, Repeaters, etc.)?

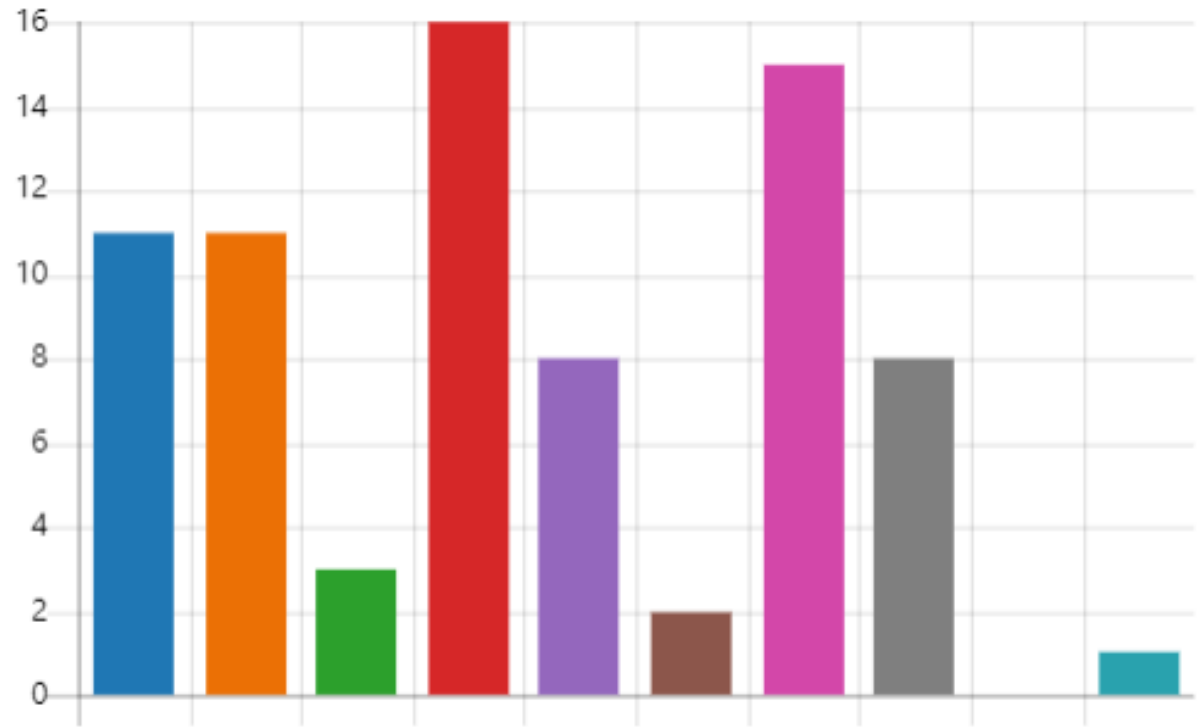


Have you improved interoperability by communicating with additional public safety partners since joining the CLMRN?



Additional public safety partners you have communicated with since joining the CLMRN?

Emergency Management	11
EMS/Paramedic Service	11
Federal Agency	3
Fire Department in another to...	16
Police Department in another ...	8
Public safety of a private com...	2
State Agency	15
State Police	8
Transit Company	0
Other	1



Have you accessed the network while outside your normal coverage area (i.e., what it was before joining the CLMRN)?

● Yes	18
● No	7
● Not sure	0



Did your agency save money by joining the CLMRN, as opposed to relying only on your own network?

Yes	12
No	3
Not sure	9



Approximately how much was saved?

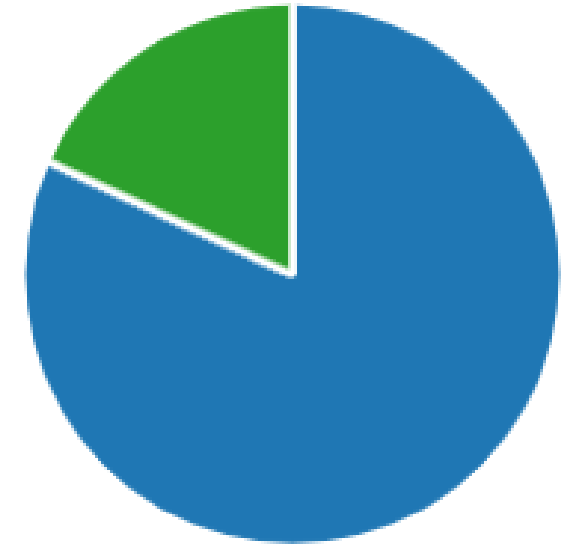
- \$5 million dollars
- A lot.
- In 2016 the Hartford Fire Department recognized the City of Hartford's Harris EDAC system was nearing End of Life. Applying for and being awarded a(n) Assistance to Firefighter Grant for the replacement of portable and mobile subscribers and by joining the CLMRN, the only equipment that needed to be procured were consoles.
- Unknown exactly
- 1.5 million
- About \$350k/year
- 10.5 million
- cannot estimate but would guess it was in the several million range
- Approx 500k
- Several millions dollars
- \$2,000,000

Approximately how much more did you need to spend?

- We purchased and maintain own core. Purchased complete P25 system.
- \$99,700

If you attended a CLMRN User Group meeting (virtually), did you find it informative?

● Yes	27
● No	0
● Have not attended yet	6



Would you like to see any training for users on the CLMRN?

● Yes

19

● No

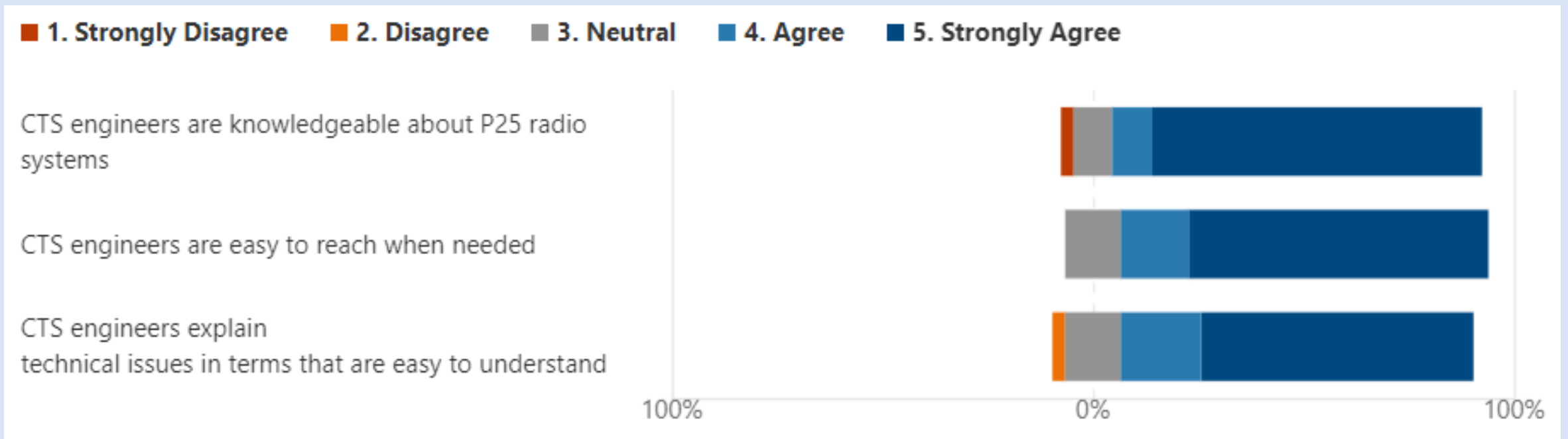
13



What type of training would you like?

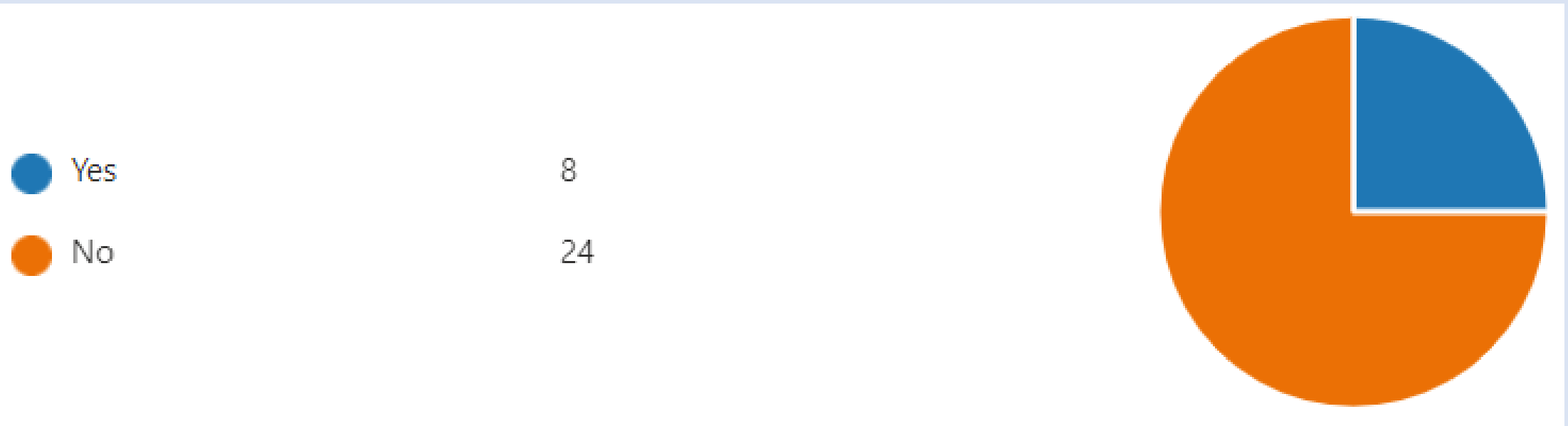
- “System oversight, radio identifier changes, best use practices”
- “Webinar or video accessible for new users.”
- “Radio operation”
- “System overview for new users”
- “End user basic training. Many responders in CT do not understand the system.”
- “Training on the system, effective ways to use the 800 system and when not to use it. Especially in IDLH atmospheres.”
- “Programming”
- “Use of the system beyond normal ptt. Creating patch groups and talk groups on the fly”
- “What uses are allowed and what is not”
- “System and capabilities overview. Interop discussions”
- Start to finish, inform all members
- End user training and dispatcher training for patching/troubleshooting.

On a scale of 1 to 5 let us know how you feel about working with the Connecticut Telecommunications System (CTS) Unit to get on the network and address any additional needs.



*32 Responses

Have you contacted the NCC for any issues?

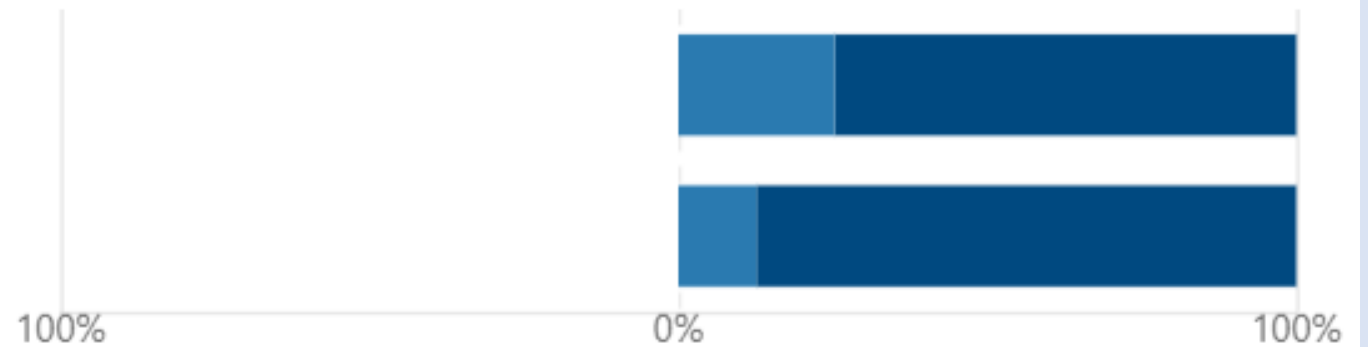


On a scale of 1 to 5 let us know about your experience with the NCC.

1. Strongly Disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly Agree

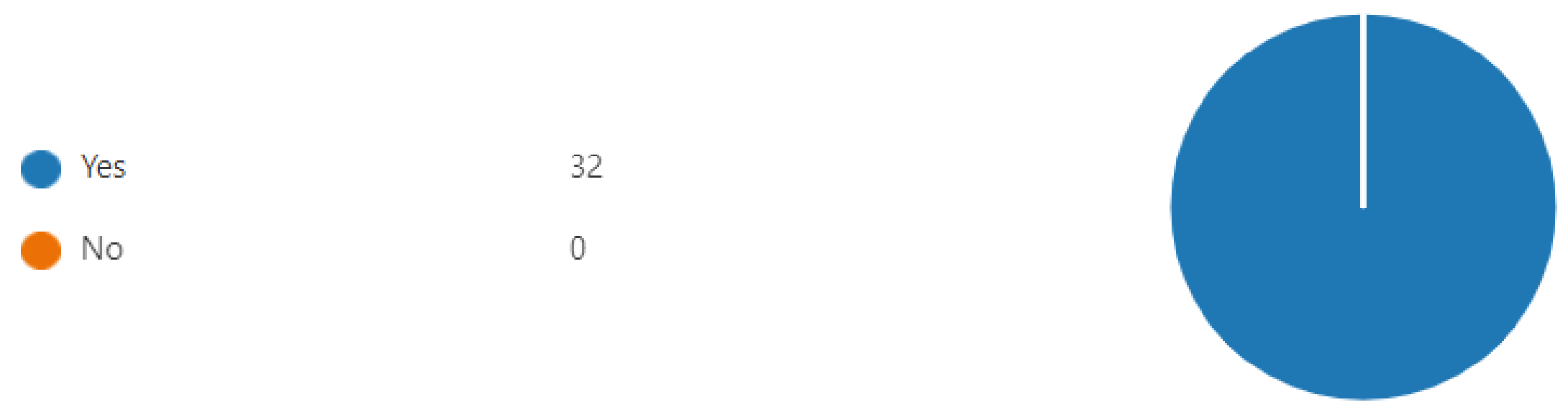
The NCC operator understood the issue I was reporting.

The NCC operator was helpful.



* 8 Responses

Would you like CTS to forward periodic emails and notices related to important Land Mobile Radio topics?



Got Feedback?



- Very knowledgeable and helpful group. Regional presentations on the CLMRN would be welcome and provide updates to the system and who is using it within the regions.
- The continued delays from firmware issues have created a negative response to services switching. Vendors are not making their customers aware of the potential delays and blaming the state. These delays have been at times over a year. I believe this should be addressed more than it has been.
- CTS is the crown jewel of state service. They have saved our community millions and greatly improved the safety of our first responders.
- We use the CLMRN quite often. In September, I was the Coordinator at the Woodbury Incident with Sgt. Mohl. I utilized the CLMRN on numerous talk groups, we had a CTS tech on scene, and the system was incredibly helpful to coordinate the numerous units and agencies we had operating.
- CTS staff is the best. Great resource.
- Thankful for our partnership! Looking forward to growing with the system.

Got Feedback?



- Want to know when surrounding agencies will be allowed to use their scene channels which were approved nearly 1 year ago.
- The CTS Engineers are TOP NOTCH, absolutely brilliant, extremely knowledgeable and helpful in ANY situation faced. The engineers are without a doubt a class act. THANK YOU!
- The partnership with CTS has been outstanding and greatly appreciated! Big thank u to the team!
- All positive
- In 2016 I was tasked with improving fireground communications for the Hartford Fire Department. At the time I knew very little. Members of CTS took the time to share and mentor me, increasing my understanding and knowledge of land mobile radio. Furthermore, the diverse public safety experience of the members of CTS offers CTS a unique quality not shared by many vendors, the intimate understanding of public safety concerns and requirements. This particular quality allows CTS to identify with its public safety customers and develop solutions to their specific operating needs. I look forward to working with CTS now and the coming years.
- 1) Scott, Matt, Mark, Bob, Pat and Dan are all incredibly talented. Connecticut is extremely lucky to have such an amazing group. 2) Is it possible to have automated monthly usage/statistic reports per agency emailed? Thank you all for everything that you do!

One Perspective From a CLMRN User

If these incidents occurred prior to November, 2019 we definitely would not be having the same conversion. This area was a problem coverage area for the City and communications would have been severely hindered if it was not for the 3+ year \$12M Motorola radio project. One of the main goals, if not THE main goal, was to increase coverage for the first responders in Middletown. With that being said, per contract with Motorola we are guaranteed 95% in building coverage. In order to reach these goals we now operate a 9 site simulcast P25 800 trunked system which includes two brand new towers that needed to be constructed. One of these new towers was built purposefully for the area that these fires occurred. Due to the terrain of this area of the City we are operating 2 sites within 2 miles of each other in order to gain the coverage that was needed. Without this site being built, even on the new radio system, we still would have coverage issues.

One of the benefits of operating on a trunked system is having the ability to create multiple talkgroups and having the option to move long duration incidents like this off their main operating channel. Prior to this while we did have the ability to move to a separate channel it wouldn't have been as seamless as it was.

One of the concerns that the City had when moving to this new system was our mutual aid partners and how they would be able to communicate with us during such events. Being that the City was using a VHF system prior to the 800 system, part of the contract included building out a new VHF system that our mutual aid partners would be able to use and where the dispatch center can patch the two systems together so they would have communication if they did not have the capability of using the trunked system. It was also negotiated in the contract that Motorola would provide a significant discount to our mutual aid partners if they wanted to buy new radios/equipment if they wanted to be able to talk with us on the trunked system. Multiple agencies did take advantage of this.

(Continued next page)

One Perspective From a CLMRN User (Cont.)

With multiple agencies coming in, communication was rather seamless operating either on the VHF IO channel which was patched to the operations talkgroup or directly on the talkgroup if they had the capability. We had about 10-12 different mutual aid partners assist with these incidents. Without the partnership of the CLMRN system and the CTS unit we would not be where we are today. The ISSI interconnect between the two systems was the best decision that we could have made. The time and effort that it took to set it up was significant, but seeing it work so seamlessly is well worth it.

Looking through the event logs of our system during the event I noticed an incident that without our interconnect to the CLMRN system could have reduced coverage for the field units. The tower located on Aircraft Road is connected to the system via a T1 line. There is currently no fiber/microwave paths available for the transport. At 12:46 the site lost power and was running on generator. I would assume this was the time the wire fell down sparking the brush fire as the time of call for fire was 13:05. Power was restored shortly after. Even though we were operating on generator power we still had full function of the site. At 13:34 we did lose the site for approximately 5 minutes. I believe this was associated with Eversource cutting power in the area which effected our T1 line. Units continued to operating flawlessly and were either unknowingly utilizing the interconnect or using our site on Saybrook Road.

From 13:00 on May 10th through 08:00 on May 11th, our system handled a total of 7,200 push to talks (PTT's) without a system busy. This included Middletown system talkgroups and also CLMRN talkgroups that are allowed on our system via the ISSI connection.

Robert Grauer, Deputy Director
City of Middletown, Central Communications Center



A CLMRN Success Story

In March, Roxbury Emergency Services along with Troop A units were dispatched to Mine Hill Preserve on Mine Hill Road for an injured hiker. This area is known for its hiking trails in a heavily wooded area that contains railroad beds, mine shafts, and two quarries.

Having been to numerous rescues in this forest, we have found our Roxbury VHF radio system to be lacking. Recently the EMS Chief asked Northwest Public Safety to tag any call in this area to use the CLMRN for better communications with NWPS. The dispatch center prompted us to utilize the Coordination radios if possible. As Fire Coordinator 98, I had my radio with me and EMS Chief Sarah Lauriat had her state-issued radio with her. I called the center on NWPS1 and asked them to patch that talkgroup to the Roxbury VHF.

We were lucky in that the hiker was not far into the woods, and the radios worked absolutely flawlessly between the two systems. The rescue and all communications were successful.

- Bernie Meehan, Emergency Management Director, Roxbury



Another CLMRN Success Story

WALLINGFORD, Conn. (WTNH) — The Connecticut Department of Energy and Environmental Protection and several fire departments assisted with a hazmat scene in Wallingford Thursday night.

DEEP, as well as Wallingford and Hamden Fire Departments, and Clean Harbors, Inc. responded to the incident at the chemical company BYK at 524 S. Cherry St. around 6 p.m.

According to officials, some floric acid spilled and was packaged up in a drum. The chemicals in the drum became contaminated, and a heat reaction occurred at night, causing the drum of material to melt. This created a smoke and vapor cloud in the building, DEEP said.

by: Isabella Gentile, Olivia Casey for WTNH

Posted: Mar 17, 2022 / 11:30 PM EDT; Updated: Mar 18, 2022 / 08:04 AM EDT

- **Region 2 NHASH (New Haven Area Special Hazards Team) responded to this incident. The NHASH team is on the CLMRN and CTS staff worked with them on developing a workable comm plan. Using the CLMRN, the team was able to communicate - on portables - across Middlesex and New Haven Counties to affect a coordinated response. The team reported communications as “Crystal Clear”.**



**Thank you for
your Feedback!**

Visit the Connecticut Telecommunications System (CTS) Unit webpage for more information about the Connecticut Land Mobile Radio Network (CLMRN): <https://portal.ct.gov/DESPP/Division-of-Statewide-Emergency-Telecommunications/Connecticut-Telecommunications-System-Unit>