

Raytheon's ACU-1000 Provides Flexibility for the City of Hialeah

The City of Hialeah purchased an ACU-1000 to increase their independence from regular dispatch center infrastructure - providing them with more flexibility in the field to communicate with other agencies.

The City of Hialeah, the fifth largest city in Florida, has continuously been taking steps to improve logistics and communications for their fire, police, emergency management and public works departments.

For several years, the city had been restricted when it comes to effective response and communications with other local public safety agencies. As many other cities throughout the country, Hialeah had been reliant on their dispatch center infrastructure to relay key messages with other agencies in the field.

Hialeah needed a solution that would give them more mobility to respond to emergency situations and more flexibility in regards to communications.

In an effort to remedy this situation, Hialeah purchased a mobile command vehicle (MCV) to address safety and security and to improve how the city communicates during response situations.

The MCV is fully equipped with an ACU-1000 from Raytheon, which ensures multiple responding agencies can communicate regardless of their radio frequencies or bands. The MCV links all of the emergency services in one portable headquarters where police, fire departments and emergency management can collaborate at any location within the city and outside the city limits to respond to situations.

Before installing the ACU-1000, Hialeah's main radio system was based on Motorola Smartnet trunking technology. Hialeah needed to interoperate with other

agencies operating primarily on VHF, UHF, and low band. They also needed to communicate daily with local emergency services, such as the Miami-Dade police, the Miami-Dade fire, City of Miami fire and police and Miami Beach fire and police. Due to the range of agencies and different radio types required, they were looking for a versatile interoperability product to outfit their vehicle.



City of Hialeah's mobile command vehicle

The ACU-1000 was permanently mounted in their mobile command vehicle. The ACU-1000 is used to connect Hialeah's radio equipment to HF, VHF lo band, marine band, VHF, UHF and 700/800 MHz – all of which are used by other responding agencies.

"With the ACU-1000 installed, we now have the flexibility to connect to most agencies working with us, whether it is an analog conventional, Motorola Smartnet, Smartzone trunking or P25 radio system in a wide variety of frequencies and ranges," said Antonio Arce, telecommunications manager for the City of Hialeah, FL.

The ACU-1000 has significantly improved Hialeah's response to emergency situations by eliminating the need for message relaying through their dispatch infrastructure significantly decreasing the amount of time needed for effective response.

Now, public safety agencies within Hialeah can communicate in a timely and efficient manner.

The operator of the ACU-1000, stationed in the mobile command vehicle, simply connects the different communications systems together using a computer

interface on the ACU-1000 device. The users are then instantly able to communicate.

"From the very beginning, we have been satisfied with the ACU-1000," added Arce. "Representatives from Raytheon first met with us to provide a live demonstration of the unit. Then we went to Raleigh, North Carolina for training where we received not only the specifics to our products but a very comprehensive training on other interoperable products as well."

The City of Hialeah plans to further enhance their effectiveness during response by purchasing additional cables required to patch with other agencies as well as

possibly purchasing an additional ACU-1000 in the future.

"Raytheon's post sales support has always come with great professionalism and the support team is very knowledgeable and capable of walking you through the solution either in person or on a phone call," added Arce. "We'd definitely purchase from Raytheon again."

Raytheon Company
Civil Communications Solutions
5800 Departure Drive
Raleigh, NC 27616

Sales
Raytheon Company
5800 Departure Drive
Raleigh, NC 27616
acu.sales@raytheon.com

<http://www.raytheon.com>
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