

COMMunity

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A News Bulletin from **WILLIAMS COMMUNICATIONS, INC.**

Radio System Stands Through the Storm

"WCI is a respected company which provides outstanding service and competitive pricing."

Joe Sekula,
Pasco County Sheriff's Office

"We are delighted that a battery can sit in an AdvanceTec charger indefinitely without damaging the battery. With AdvanceTec there is no need to purchase a second charger for maintenance or long-term charging."

Fred Malfa,
Communications Engineer, DHSMV

"We are very pleased with SLERS. Our communication has increased tremendously in comparison to our old system. The expansion of radio coverage we have now is at a level we are not used to – we've come from barely 75% radio coverage to 99% coverage."

Captain Bobby Plair,
Gulf County Sheriff's Office

Franklin County saw trouble on October 28, 2006, when a tornado devastated the area. Taking an easterly route from the west part of Apalachicola, the tornado traveled through heavily populated areas. Electricity was out for up to three days in some parts of the county and multiple homes were destroyed. Luckily, there were no reported injuries, however many residents were left with damaged property and the community was in distress. Franklin County residents turned to the local law enforcement agency for assistance.

Ordinarily after a storm of this magnitude, communication abilities for emergency management agencies would be limited. However, thanks to a new statewide radio system, these problems were solved. In December 2005, the new M/A-COM 800 MHz Statewide Law Enforcement Radio System (SLERS) was installed in Franklin County to replace their old Ultra High Frequency (UHF) radios. With the old radio system, county officials would lose signal at the first sign of a storm. Light wind or rain could easily disable county communications for hours.

Following the eventful hurricane season of 2004, Franklin County saw the necessity for an improved communication system. Repeaters would fail and radios would not function when they were needed.

The new system, SLERS, passed the test during October's storm. With the new radio technology, communications were never lost and Franklin County was equipped to assist its residents in a



time of need. Franklin County Fire Rescue, Police, Sheriff and Road Departments were all able to communicate through the new interconnected system. With these new and better communication abilities, police were able to communicate with the Road Department to remove debris from roads and ensure drivers' safety. Franklin County Sheriff Mike Mock stated, "The new system is reliable. During the storm, our officers never lost signal. We were able to communicate with the people who needed us most. The system is superb."

With the new radio system, interoperability is made possible. Franklin County law enforcement agencies have the ability to communicate with any other law enforcement agency in Florida. "Talkgroups" allow SLERS users to privatize communications by encrypting private information.

Williams Communications, Inc., installed Franklin County's radio system. Additionally, the company continues to work with many agencies around the state, ensuring safety by increasing communication capabilities.

Deployment Vehicle to the Rescue

Though the 2006 hurricane season has come and gone with little disturbance, Williams Communications is already suited up for whatever the 2007 hurricane season may bring. Their newest deployment vehicle is fully geared for hurricane assistance and other disaster management.

A vehicle specially designed for immediate disaster response, the unit is a comfortable fit for eight volunteers. At 35-feet in length, the vehicle offers all the comforts of home.

Additionally, powered by propane and a diesel gas generator, the Williams response team will never go without electricity. The volunteers will still

have hot water in their showers and good food in their stomachs, allowing them to better serve the community at need.

The unit is a home away from home. Harris Welch, an employee of Williams Communications, said, "The deployment vehicle gives the people a place to sleep other than a concrete parking garage." The vehicle will certainly bring comfort to the critical volunteers who work long hours in poor conditions to help distressed communities. Williams Communications is dedicated to disaster relief and to providing aid to those who need it most.



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Joint Task Force Ensures Safety

"Safety, Safety, Safety," are the three words that Fred Dickinson, chairman of the Joint Task Force (JTF) Board, uses to describe the board's mission. The JTF Board serves to maintain the Statewide Law Enforcement Radio System (SLERS) and to increase statewide coverage in order to ensure safety.

The JTF Board is an independent, advisory body to the Department of Management Services. Comprised of eight members, the board addresses member-agency needs for preparing and implementing SLERS. In addition to identifying issues and offering resolutions, JTF Board duties include decision-making and approving policies, standards and guidelines for operational matters. In brief, "the board is instrumental in deciding how the system is used by the actual users," described Linda Fuchs, project manager for the JTF Board.

SLERS provides coverage to 98.5 percent of Florida's 65,758 square miles. Comprised of over 220 sites and more than 16,000 users statewide, SLERS also serves

more than 13 statewide law enforcement agencies. Other authorized agencies, like municipal police departments, are eligible to utilize the system for immediate, instant interoperability with state law enforcement officials.

The JTF Board members act as advocates and represent a variety of state agencies ranging from the Department of Law Enforcement to the Department of Financial Services. The high-level management positions many board members hold within these agencies allow the JTF Board the ability to tackle issues efficiently. "When issues arise, the board members are able to make the necessary changes needed and can influence policy in order to resolve problems," said Colonel Graham Fountain, vice chairman of the board.

The JTF Board members include Chairman Fred Dickinson, Florida Department of Highway Safety & Motor Vehicles; Vice Chairman Col. Graham Fountain, Florida Department of Transportation; Chief Bruce Ashley, Florida Department of Financial

Services, State Fire Marshal's Office; Chief Ken Tucker, Florida Department of Law Enforcement; Lt. Col. Jim McCallister, Florida Fish and Wildlife Conservation Commission; Chief James Upchurch, Florida Department of Corrections; Director Steve Houglund, Florida Department of Business and Professional Regulation; and Chief Elwood Stephens, Florida Department of Environmental Protection.

Did You Know...

...How to Get the Most Out of Your Battery Life?



AdvanceTec Conditioner Analyzers and Chargers are On Sale!
For a limited time, take 10% off single unit and four station units. Check out the benefits.

AdvanceTec Pulse Conditioner/Charger:

- Determines shorted or faulty cells rapidly
- Rapidly charges NiCad and NiMH batteries without damage
- Controls gas bubble build-up leading to "memory effect"
- Eliminates risk of battery overcharging/overheating with effective charge termination
- Allows battery to be left for extended periods of time on the charger
- Conditions battery while charging so charge can be safely topped off at any time
- Achieves maximum extended battery life

AdvanceTec Pulse Analyzer/Conditioner/Charger:

- Offers all benefits of Conditioning Charger plus a Pulse Analyzer function
- Clearly displays the battery capacity on unit's digital readout
- Switches to maintenance mode after charging (ensures peak battery condition while on the charger)
- Never overcharges battery upon completion of charge sequence
- Requires no software programming

Don't delay, take advantage of this sale now before it ends by calling WCI at 1-800-649-5783.

Williams Communications ...the One-Stop Shop

Beyond communications, Williams provides public safety and emergency lighting systems.

Known for their quality installation of radio and other communication devices, Williams Communications provides public safety agencies with recommendations and installation service for customized equipment. However, more recently, Williams has begun providing public safety systems and emergency lighting in addition to communication systems.

Over the past two years, the company has broadened their installation services. Expanding their relationship with public safety agencies beyond the installation of 800 MHz radio equipment, the company now installs sirens, emergency lights, corner strobes and light bars. These new installation services lessen the burden and expense for agencies by providing a one-stop shop where all installations are completed at one of our three convenient locations in Tallahassee, Crestview or Jacksonville.

In addition to the new lighting and siren installations, Williams Communications



now stocks public-safety equipment including the latest in lights, sound and computers provided by primary distributors, 911-EP and Whelen, Inc. Scott McGuire, Installation Manager of Williams Communications, explains, "Now we can give our clients anything and everything they could ever want in a law enforcement car, bumper to bumper."

Williams Communications offers a wide variety of equipment for many state and county agencies, and works with each individual agency to ensure special needs are met. With high-tech equipment consoles and the most modern LED light bars on the market, agencies can trust that the products sold are top-notch.

FHP Takes Command of its Mobile Communications

In 2004, the Florida Highway Patrol (FHP) purchased a Mobile Command Vehicle (MCV) to assist during emergency conditions and special events. The vehicle was equipped with a handful of radios for interagency communications to aid with response efforts. On its first mission in September 2005, a trip to Mississippi to help victims of Hurricane Katrina, it became evident additional communications equipment was necessary. The vehicle needed to be a more effective support tool and additional capabilities were required to communicate when surrounding infrastructure was damaged or destroyed.

Major Steve Williams, Commander of the Technology and Communications Division of the FHP, trusted Williams Communications to furnish the new vehicle with the equipment to enable effective communications in any scenario.

The MCV already housed some essential equipment, including telephones, satellite television, video recording equipment, a weather station, and six mobile radios. Williams' job was to figure out what the MCV needed to communicate at an optimum level.

Following the June 2006 decision by the Governor's Office to drastically cut the number of dispatch centers in the state, it became clear the MCV also needed to serve as a mobile dispatch center.



Williams Communications designed a network of components for the vehicle to allow for seamless communications anywhere in the country the vehicle might be deployed during an incident. The system installed by Williams Communications provides three discrete paths to the Internet and communications into the Florida Statewide Law Enforcement Radio System (SLERS). A computerized, TCP/IP infrastructure designed by Williams Communications makes this possible. Now, Communications Officers assigned to the vehicle have access to every single talk-group and resource within SLERS; whereas before, communication was limited to just a few groups, now responders can use as many as nine groups, create patches between groups, and interoperate with local agencies as well.

Major Williams and the FHP are pleased with the improved vehicle. "This vehicle can actually work anywhere in the country, and still communicate back to the Florida system. It provides local communications to our officers anywhere in the country, even if an infrastructure does not exist," said Maj. Williams. "We are very happy with the updates."

As you can see, the FHP Mobile Command Vehicle is fully loaded. Williams Communications will continue working with the FHP to keep all technologies up to date and ensure the vehicle's ability to provide effective communications in every situation.



In the Spotlight: David Stowe

For the past four years, David Stowe has been working for Williams Communications, Inc. (WCI). Currently serving as the Northwest Regional Manager and headquartered in Crestview, Florida, David is responsible for the day-to-day operations of the Northwest Region extending from Taylor County to Escambia County.

As the manager of a WCI regional office, David stays very busy. Every day, he makes important decisions, prioritizes issues and conducts troubleshooting with technicians in the field. He often goes on-site to help the technicians complete a task.

As the first responder for the SLERS system, David must maintain system response and repair times. Monitoring all the tower diagnostics from air conditioner issues to a generator malfunction or even to a door opening into the tower shelter, David and his team identify issues quickly and fix them without any glitches. With a perfect response-time record, responding within two hours to sites and repairing system issues within six hours of notification, David states, "I love working on the SLERS system."

Having previously worked for a state law enforcement agency, David personally understands the challenges agencies face during critical communication crises, and the benefits of being a part of a system that allows officers to communicate statewide no matter where they are. David adds, "It's very rewarding to see a system that works so smoothly."

In his free time, David enjoys restoring classic cars and spending time with his wife and three children.

Who's New to SLERS?

Apalachicola Fire Department
Apalachicola Police Department
Baker County Fire Department
Baker County Sheriff's Office
Carrabelle Fire Department
Carrabelle Police Department
Dalkeith Fire Department
Florida Atlantic University Police Department
Florida Capitol Police
Florida Division of Blind Services
Florida House of Representatives

Florida Senate
Franklin County Sheriff's Office
Franklin County Road Department
Glades County Fire & EMS
Glades County Sheriff's Office
Gulf County Beaches Fire Department
Gulf County EMS
Gulf County Sheriff's Office
Highland View Fire Department
Hillsborough County Sheriff's Office
Macclenny Fire Department

Overstreet Fire Department
Port St. Joe Fire Department
Port St. Joe Police Department
St. George Island Fire Department
Sumter County Sheriff's Office
Union County Sheriff's Office
United States Fish & Wildlife
United States Social Security Office
University of Central Florida
Wewahitchka EMS & Fire Department



WCI Attends EDACS User Conference

Attendees of the Annual Southeast Enhanced Digital Access Communications System (EDACS) Conference, held November 14-16, 2006, in Altamonte Springs, Florida, learned about everything from rebanding and Mobile Radio Communications Security to Alternative Dispatch Using Radio over IP. Williams Communications, Inc. (WCI) was among the more than 100 participants of the conference. WCI's David Heupel was on the EDACS agenda to talk about the intricacies involved in creating the Florida Department of Highway Safety and Motor Vehicles Bus and to give a tour to all attendees who wanted to experience the bus first hand. WCI also attended as a vendor and educated EDACS users about WCI's technological capabilities and services.

Pictured at the conference (L to R): WCI's Dave Heupel, Scott McGuire and Hilarie Williams.



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