

ROCK SOLID REVIEWS

High Performance in
the Real World from
Gamber-Johnson.



CLIENT: BUFFALO FIRE DEPARTMENT/POLICE DEPARTMENT COMMUNICATIONS

SOLUTION PROVIDER: COMPROSEC CORPORATION

LOCATION: BUFFALO, NEW YORK

**PRODUCT: PANASONIC TOUGHBOOK 18 & 29 COMPUTERS
GAMBER-JOHNSON MOBILE DOCKING STATIONS**

The Buffalo Fire Department/Police Department (BFD/BPD) Communications Division maintains the Buffalo Police data radio infrastructure that includes communication consoles and 200 mobile computer terminal (MCT) mounts. The Division will begin installing MCT data radio systems into the Fire Department fleet in June 2007. Combined, these departments respond to over 295,500 calls per year, servicing a 32-mile district with a population of 292,648.

Bob Andrycha, Supervisor of the BFD/BPD Radio Shop, contacted Comprosec Corporation, to sample the MCT mount systems of various vendors. According to Andrycha, "it had been difficult to obtain products for test and evaluation from our previous vendor and response time was slow." They also needed to find a way to move their MCT equipment forward so the officers could better reach the radio, siren and switches. Comprosec provided a variety of demo equipment to Andrycha to evaluate and he chose the Gamber-Johnson line of rugged mounting equipment. According to Ms. Karen VanHoutte, of Comprosec, "he liked the quality of the Gamber-Johnson equipment and their ability to provide exactly what he needed." Adds Andrycha, "we sent a demo car equipped with Gamber-Johnson products out to all the Police Districts for input from patrol officers in the field. The input we received was overwhelmingly positive."

The challenging part of the fleet installation was ensuring that the various vehicles were all appropriately outfitted. "For the Police Department we used Gamber-Johnson's two-piece, Epic Console box as well as a passenger-side vehicle base to mount the computer. For their Toughbook 29 computers we used Gamber-Johnson's universal docking station with integrated power supply. The complete mounting system gives the officers the adjustability and comfort they need when using their MCTs," notes VanHoutte. "Arm rests and cup holders were also added for the comfort of the officers."

For the Fire Department, she continues, "we offered Gamber-Johnson's Panasonic docking stations for the Toughbook 29 and Toughbook 18. We also provided them with a variety of bases for their Chiefs' vehicles and trucks as they had quite a few different vehicles and configurations."

The result is a fleet undergoing a rapid transformation. Fifty police cars have been completed and "we are working on installing the balance everyday," observes Andrycha. As for the Fire Department, the Division has installed mounts in the five Battalion Chiefs' cars and the one on-duty EMS vehicle. When the two new ladder trucks arrive in June, the mounts will be installed.

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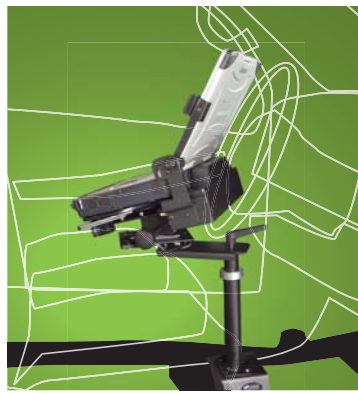
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“Once the BFD data radio system goes online,” adds Andrycha, “we will start to really move on BFD installations. The police officers really like the flexibility of the two-piece console box that allows them to set the angle of the console box, making it more comfortable for them to view and use the communication equipment.”

Also important to the BFD and BPD is the keyed alike locking system on the computer docking stations. “This is a huge improvement” stated Andrycha. “Only our Police District Lieutenants change out the MCTs, and individual keys get misplaced. So the identical key system is the way to go.”

The easy-to-use, fully integrated docking stations and Comprosec’s ability to respond quickly due to Gamber-Johnson’s superior delivery times and customer service, made service calls go much faster. “We are confident when we offer a customer products from the Gamber-Johnson line that we are doing what is right for our customers’ long term. The products are extremely rugged and reliable. We consider Gamber-Johnson to be number one in the field because of its quality product line, its customer service and its integrity.”

Notes VanHoutte, “For us the highlight of the project was working with the Buffalo personnel and Gamber-Johnson to provide the City with the best possible solution. From the officers’ point of view moving the equipment in the console forward made it much easier for them to access sirens, radios and switches – having it in front of them also makes it safer.” And, she emphasizes, “the cup holders were a big hit.”



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