



WEATHERING SUPERSTORM SANDY



In the face of massive destruction, Monmouth County turned to Motorola to unify and empower rescue and recovery responders with interoperable communications.

THE SITUATION:

As Superstorm Sandy leveled homes and structures, displaced residents and carved out destruction to some of New Jersey's most beloved landmarks, Monmouth County law enforcement was tasked with increasing its operations, despite losing much of its communications infrastructure.

Superstorm Sandy forever changed the Jersey Shore. Spanning a record-breaking 1,100 miles, it came barreling toward the continental United States on Oct. 26, 2012, gusting up to 90 miles per hour. Monmouth County was not immune to Sandy's force. Immense and powerful, the super storm ripped through neighborhoods, knocked out power for millions, demolished boardwalks and wrecked buildings, including four municipal police stations.

With power outages across 90 percent of the county and scores of homes made inhabitable, the superstorm presented what seemed like an insurmountable challenge for police, fire and emergency medical services. Ready to launch the largest search and rescue effort New Jersey had ever seen, they needed to solicit the services of public safety agencies from

across the country, and coordinate with hundreds of regional and national public safety agencies.

Even before the storm had subsided, local public safety officials recognized that their efforts would need to start without any delays. Time was running out. "We recognized early on that ... as far as EMS was concerned, besides evacuation and sheltering, our real role for search and rescue and emergency response would be in the days after the storm," said Mike Bascom, Monmouth County's Emergency Medical Service coordinator.

As daunting as the restoration was, it was made worse by the fact that local law enforcement had lost a large part of its communications system. Added to that challenge was that each visiting agency used its own radio frequency to communicate.

CUSTOMER PROFILE

CUSTOMER

- Monmouth County Sheriff's Office

LOCATION

- Monmouth County, NJ

INDUSTRY

- Public Safety

SOLUTIONS

- More than 300 Motorola APX™ digital, dual-band radios
- A countywide, wireless communications system

BENEFITS

- Full, interoperable communications between public safety agencies involved in the Superstorm Sandy cleanup and rescue
- Faster, safer, more efficient emergency response

"What [the APX series] gave us was the ability to deploy these radios and have interoperable communications from a 700/800 perspective, as well as a VHF perspective."

Shaun Golden,
Monmouth County
sheriff

CASE STUDY

MONMOUTH COUNTY, NJ

"They used VHF, UHF, a trunked system and digital. They were all over the place," said Sea Bright Police Patrolman Dan Chernavsky. Without interoperability and the proper infrastructure, communication was sporadic and slow, limited to spotty cell phone reception at best. Such inefficiency delayed response time and drove the need for one seamless communications solution to unify all first responders. "We had to find a way to put them on a radio frequency that we could all actually communicate on, from a municipality standpoint, to a state standpoint, to a county standpoint," said Robert Dawson, Monmouth County undersheriff.

"When you look at what the radios did for us, they really eased our operation, and it really eased tensions in terms of communication. It really reduced delays in time we were seeing in response."

Shaun Golden, Monmouth County sheriff

THE SOLUTION:

The Monmouth County Sheriff's Office accepts Motorola's offer of 300 multi-band radios to help responders seamlessly interoperate during the Superstorm Sandy cleanup.

Shore responders needed more than an urgent replacement of their communications system; they needed to create a flawless, interoperable framework for the Sandy cleanup. Monmouth County Sheriff Shaun Golden contacted Motorola, given its leadership in mission-critical, multi-band radios.

Upon learning of Golden's situation, Motorola wasted no time to support the county and made the unprecedented move to rush 300 APX 7000 radios overnight without a purchase order. The supply was ample enough for the sheriff's department, other law enforcement agencies and volunteers supporting the local operation to seamlessly communicate with one another. Upon receiving the cache of Motorola radio units, Monmouth County immediately linked them to its existing Motorola-supported networks.





THE RESULT:

The new audio system gave each public safety agency the advantage of full mission-critical interoperability, so they could focus on the Superstorm Sandy cleanup and rescue efforts.

The universal, interoperable mode of communication benefited each agency involved in the Superstorm Sandy operation. With the county's new solution, they could alleviate the frustration of their once unreliable means of communicating. Now all involved agencies had a common platform, regardless of their disparate radio frequencies. "By using the equipment that was provided, we were able to unify everybody on one channel, where we could all have interoperability and speak to each other," said Chernavsky.

INTEROPERABILITY SPEEDS UP RESPONSE

Their solution turned Sandy's aftermath into a quicker, more coordinated search, rescue and cleanup endeavor for all agencies involved – solidifying the county's partnership with Motorola, and beginning the healing process for the Jersey Shore and its communities.

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Department patrolman



COMMUNICATION FOSTERS AWARENESS, SAFETY

Rescue teams also minimized and averted risk through the new solution. With zero gaps in communication, each responder was accounted for during each step of the recovery effort. "The outcome of the disaster could have been much different if we didn't receive the Motorola equipment," said Bascom. "I believe we were fortunate in Monmouth County, with such a devastating storm, the most significant storm to ever hit our region, to be able to walk away without a single death. I think things could have been different for either responders or the citizens if we didn't have the ability to communicate."

A TRUE PARTNERSHIP

Motorola's pivotal role in bringing agencies together was on par with its stance as Monmouth County's and New Jersey's partner, rather than its vendor. For more than 80 years, Motorola has provided both entities with mission-critical solutions that help increase public safety and improve outcomes. "[Motorola] really stepped up during the storm in Monmouth County," said Golden, "delivered us radios, continued to look at our critical infrastructure, and delivered us a product that we know will last through the next storm and beyond."

For more information about the products featured in this case study, visit www.motorolasolutions.com/SaferCities.

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