

Push-to-talk (PTT) Case Study: Niagara Regional Police

The Niagara Regional Police Service responds to critical situations quickly with fast, secure and reliable Push-to-talk from Bell.



Bordered by Lake Ontario to the north, Lake Erie to the south and the Niagara River to the east, Canada's Niagara Region encompasses more than 1,850 km² and is an important home to agriculture, tourism and over 450,000 residents.

The responsibility for patrolling this vast area falls on the Niagara Regional Police Service (NRPS). Established in 1971, the NRPS is the oldest regional police service in Ontario with over 700 uniformed officers and 320 civilian staff serving and protecting the Niagara Region's residents and visitors.

The Need.

Whether on one of the region's numerous waterways, a rural road or the floor of a busy casino, first responders and other members of the NRPS needed fast, secure and reliable communications to quickly and effectively respond to situations that required their assistance. The previous communications solution did not offer access to the coverage and reliability that the team needed to stay connected in all parts of the area.

The NRPS also needed the ability to make real-time administrative changes, including user contacts, groups and profiles. Mission critical events could not wait for logistical communication change requests to be routed through the carrier for implementation. The delay required to make updates with their previous solution made it difficult for the communications team to keep up with staff changes.

The police force needed a simple-to-learn, easy-to-navigate contact management solution that would allow for instant updates to contacts, groups and communication controls to enable the team to adapt to real-time events.

The Solution.

After evaluating Bell Push-to-talk (PTT), as well as other instant communication solutions provided by other carriers in Canada, the Niagara Regional Police Service chose Bell PTT.

The NRPS selected Bell PTT because of its coverage, reliability, speed, contact management capability, as well as its wide selection of devices and accessories.

The Bell PTT solution also includes geo-redundancy with high availability components and AES encryption, which, when coupled with tight integration into Bell's network and security operations systems, delivers the level of security and reliability necessary for mission critical and secured communications.

With Bell, the NRPS now has access to coverage throughout the Niagara Region on Canada's largest LTE network,¹ allowing officers to broadcast time-critical information at the push of a button. And, with greater flexibility and control provided through the Bell solution's contact management tool, the team can make changes to user contacts, group assignments and other items as needed.

The switch to Bell PTT gave the Niagara Regional Police Service the future-proof coverage and reliability they could depend on.

To learn more about how Bell's Push-to-talk solution can help make communications across your team better, [speak to a business specialist](#).



⁽¹⁾ Based on total square km of coverage on the shared LTE network available from Bell vs. Rogers' LTE network. See bell.ca/LTE for details.