



# CAPE COD AT HIGH SPEED



**Public safety and administrative communications are now faster in Bourne, Massachusetts, the Gateway to Cape Cod.**

## SITUATION

**The Town of Bourne needed a speed upgrade to meet increasing information demands.**

As the gateway to Cape Cod, the town of Bourne welcomes everyone — vacationer and resident alike — crossing the Bourne and Sagamore Bridges over Cape Cod Canal to reach their destinations on the Cape. Many also come for Bourne's own attractions, such as the fall Scallop Festival, Ocean's Edge Resort and Aptuxet Trading Post, the oldest store in the country. As the number of visitors continues to increase, so do demands on the town's public safety, public works and public administration professionals. Town leaders determined to upgrade its original wireless network to provide even higher speed communications and Internet access to enhance productivity for police officers, firefighters, EMTs and all other municipal employees using the network.

## SOLUTION

**Motorola PMP 430 Point-to-Multipoint network providing higher speed communications and Internet access to municipal workers.**

The town's IT Department was impressed by the reliability of the Motorola equipment in the original network. In its

five years of operations, the network equipment had never once failed. Bourne's IT Director called Community WISP, its Boston-based service provider, and was able to take advantage of Motorola's fixed wireless broadband PMP 430 equipment for their upgrade. The town replaced most of its existing network with PMP 430 technology to deliver the higher performance and increased access that make municipal communications and operations more streamlined and more effective.

## RESULT

**Faster, more efficient municipal operations for improved safety and more efficient public service.**

The Motorola PMP 430 solution was installed in two days. It now connects eight municipal facilities and runs a wide variety of applications ranging from financial applications to high-speed access to the state's criminal database. Even in the Cape Cod area's harsh weather, the system maintains high reliability and availability. Most important, the network saves the town thousands of dollars a year by eliminating the recurring monthly charges of a frame relay system. Users are thrilled with the upgrade in speed that helps them do their jobs faster and more effectively.

## CUSTOMER PROFILE

### Customer

- The Town of Bourne, Massachusetts

### Industry

- Public Safety and Public Administration

### Motorola solution

- Motorola PMP 430 wireless broadband access network

### Solution Features

- High-speed data transfer of up to 40 Mbps aggregate over 5.8 GHz spectrum
- Five-Nines availability in severe Atlantic coast weather
- Two-day installation

### Benefits

- High-performance data transfer to town's terminal server
- High-speed Internet connectivity to eight municipal locations
- Exceptional user satisfaction with speed upgrades

# HOW HIGH-SPEED COMMUNICATIONS MAKE IT EASIER TO GET TO CAPE COD

It was quickly becoming clear that the town of Bourne needed to upgrade its five-year old wireless network. Virtually every department and user — from public safety operations to administrative offices — was clamoring for more speed. Cheri Campbell, IT Director, Town of Bourne, puts it succinctly, “We needed more bandwidth.”

## GATEWAY TO CAPE COD

With a population of 18,000, the town of Bourne, Massachusetts is bisected by the Cape Cod Canal, and serves as the gateway to the Cape. Every person going to and from the Cape passes through Bourne. That’s a huge challenge for the town’s 600 municipal employees — including police, fire and EMTs. They need powerful communications capabilities to help public safety, public works and public administration workers excel. Like every other municipality in the country, the town also needs to control costs. Although their old network had been reliable for many years, Campbell and her colleagues knew they needed faster, less costly communications.

## “WE NEED TO GO FASTER”

Tom Woods is Director of Wireless Solutions at Bourne’s service provider, Community WISP. “One day, Cheri Campbell called and said, ‘Tom, we need to go faster.’ All of their departments, including police and fire, were demanding more speed. It turned out that Bourne’s situation was perfect for the Motorola PMP 430.” Community WISP planned and installed a new wireless broadband network, replacing the original equipment with the higher capacity PMP 430.

The network connects eight municipal facilities located on both sides of the Canal. “We had to build a wireless bridge across the Canal,” says Bob Zakarian, President, Community WISP. “That was a challenge since water can be a significant cause of interference in a wireless environment.” Connected locations include the town hall; a large community center; the Police Department; two fire facilities; two public works locations; and the school administration building. “Basically, they use the network as a VLAN,” says Zakarian. “We were able to replace old equipment with new PMP 430 equipment at the Buzzard’s Bay water tower, the hub of the network. We had the PMP 430 network up and running in two days.”

## VARIETY OF APPLICATIONS

The new network handles a wide range of applications. “We have lots of different users using a lot of different applications,” says Campbell. “We use a variety of financial and clerical applications, such as payroll and meeting scheduling. We transfer that data securely and at high speed to our terminal server at the town hall.” Equally important, the new network gives public safety departments faster, more efficient communications that help save lives. “Our Police and Fire Departments now have high-speed connectivity to specific applications like the IMC statewide criminal software package,” continues Campbell, “and EMTs use AmbuPro software to more rapidly and securely transfer sensitive medical information from ambulance to medical center.”

## NOR’EASTER RELIABILITY

Cape Cod is mostly known for its gorgeous summers, but year-round residents also know it for its difficult winters with constant winds, and its famous Nor’easters. That’s when the town of Bourne appreciates the network’s ruggedness and reliability. “We get hard weather here, and it’s always windy on the Canal,” explains Campbell. “The new network is very stable, saving maintenance costs and providing superior availability. The radios have never failed because of weather. Basically, it never goes down, which I love.”

## SPEED THRILLS

Reaction to the new Bourne network’s upgrades in speed and connectivity has been both fast and positive. “The day we hooked the network up,” says Woods, “Cheri started getting calls thanking her.” Information access is faster, download speeds are higher and productivity is substantially improved. Adds Campbell, “We’ve got very happy workers. The network is twice as fast as it was, and they’re thrilled with the speed.”



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Cheri Campbell  
IT Director  
Town of Bourne, Massachusetts

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