



BOY SCOUTS OF AMERICA SALUTE THE LOGISTICAL SUCCESS OF THEIR NATIONAL SCOUT JAMBOREE



CUSTOMER PROFILE

Boy Scouts of America National Jamboree

- Summit Bechtel Reserve,
West Virginia

Industry

- Public Safety

Solution

- Motorola ASTRO® 25
network with MCC 7100 IP
Dispatch Consoles

Key Benefits

- Sets up quickly on-the-fly or
at temporary events
- Expanded capabilities with
on-the-spot dispatch
- Delivers instant, secure
communications across
different devices
- Excellent audio even in
rugged and remote locations
- Reliable, continuous
operation 24/7
- Easy to use with little or
no training

ASTRO® 25 MCC 7100 IP Dispatch Consoles unify communications across 10,600 acres for 10 action-packed days

THE SITUATION

After 30 years hosting their national jamboree at Ft. AP Hill, the Boy Scouts of America (BSA) moved the mega-event to a permanent location: Summit Bechtel Reserve (The Summit), a high adventure camp in West Virginia. With over 40,000 scouts, 7,000 support staff and up to 10,000 visitors a day, how would they handle command operations at their new site?

Take 10,600 acres of mountainous terrain. Invite over 40,000 adrenalin-pumped participants in the heat of summer. Add extreme adventures, from BMX racing to whitewater rafting. Then draw on the expertise of hundreds of volunteers – including military, federal, state and local law enforcement, fire service, EMS and

communications providers – to plan, implement and orchestrate operations at two temporary command posts. Welcome to the BSA National Jamboree, a massive gathering of thousands of members from across the country every four years. For ten days in July, it became West Virginia's second-largest city.



THE SOLUTION

Capping off two years of strategic planning, a core leadership team of public safety experts from around the country established two command posts at the Summit as operational nerve centers. Eight Motorola MCC 7100 IP Dispatch Consoles were linked to the State of West Virginia's ASTRO 25 network to coordinate communications and speed response.

MCC 7100 Dispatch Consoles were set up in the National Guard Armory and the Scouts Operation Center (SOC), three miles from the Jamboree core. Consoles were operated by volunteer dispatchers from around the U.S., half of whom were trained onsite. Four consoles at the

SOC facilitated 24/7 dispatch for emergencies, medical issues, law enforcement and fire services on property. Another four consoles at the Armory handled off-property issues, including air lifts, traffic management and perimeter security.



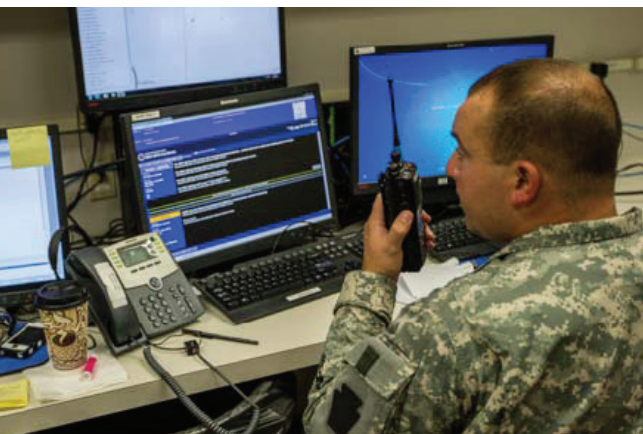
THE RESULT

Despite storms, power outages and unforgiving terrain, the MCC 7100 Dispatch Consoles and ASTRO 25 network assured rapid and reliable communications. They helped the largest single event in West Virginia go off without a hitch.

"The consoles were a very versatile system that adapted to our operations. They were a great addition to communications," says Chris Gibbons, Dispatch Supervisor.

"We would not have been able to complete our mission without Motorola's system, support and expertise,"

says Lt. Dennis Ellis, Director of the SOC. "In our business, we don't have alibis, we have to be right all the time. We knew we could go on the radio system, we could rely on it, and that was very reassuring."



"A cardiac arrest occurred on one of the trails. The call came in through 9-1-1 and was transferred to our dispatch. We were able to talk between the channels, have security and EMS communicate together to formulate a plan, send multiple units and get to that individual as fast as possible."

Chris Gibbons, Dispatch Supervisor

COLLABORATIVE PLANNING SETS THE STAGE FOR A WELL-RUN OPERATION

Planning, partnership, technology and support were pivotal to the success of the Jamboree, according to Mark Harris, the SOC Operations Chief. Because this was the first year the BSA staged the event on their own property, the SOC had to be built from the ground up. "We worked for two years to plan and organize the Jamboree," says Harris. "Since it was the first time at the Summit, it was new to everyone. We had to set up a city of over 40,000 people overnight and staff it for ten days."

A cavernous warehouse was transformed into the SOC. "Think of it as a NASA mission control center with walls of video screens, computers and people," explains Assistant Director, Duane Thormahlen. "In July 2012, we did a shakedown of what we needed technically and physically. In April 2013, we set up a three-day exercise with critical infrastructure committees and local, state and federal partners. Then in July 2013, we arrived two weeks early to physically build out the SOC."

Inside the SOC was a dedicated dispatch center in its own room. Here, medical, security and fire communications converged as volunteer dispatchers relied on easy-to-use MCC 7100 Dispatch Consoles, rugged Motorola two-way radios and the Motorola ASTRO 25 system to streamline calls and coordinate responses throughout the mega-event.

DISPATCH CONSOLES FACILITATE AND EXPEDITE EMERGENCY SERVICES

"The MCC 7100 Dispatch Consoles in the SOC allowed us to expedite calls that came into 9-1-1 and separate them from the two counties the Jamboree property falls into," says Mark Harris. "Having a dispatch center was a great benefit not only for speed of services, but the quality and quantity of dispatch so we could sustain life and property as quickly as possible. Relying on IP dispatch consoles, rather than battery-powered supplements or handhelds, made it much more professional and efficient."

"The consoles were an integral part of the operation," emphasizes Chris Gibbons, Dispatch Supervisor for the Jamboree. "They were the only way we could keep in communication with police, security, fire and EMS. The consoles made it easy to know what was going on and anticipate the next move."

"Calls were fast and furious and during the first days, we also became an information center, filtering them to different resources," he adds. "We received at least 125 calls a day for medical transport in addition to an average of 75 calls daily. We definitely tested the system, but the dispatch consoles with their 20 simultaneous voice streams handled it very well."

"We were also able to coordinate with EMS and the military on air response. We had five separate medical transports by helicopter. The military could listen freely, make decisions and handle air lifts if private capabilities weren't available," says Gibbons.

VOLUNTEER DISPATCHERS HANDLE MOUNTAINS OF CALLS EASILY

According to SOC leadership, not only did the MC7100 Dispatch Consoles interface flawlessly with the ASTRO 25 system, but they were easy to use versus hardwired consoles. "Half the dispatchers were not familiar with them, but the consoles were a very simple system to use. Once we showed them the different steps and groups, the dispatchers felt very confident they could communicate," says Chris Gibbons.

As hundreds of calls streamed in, dispatchers were able to segregate them, redirect them or push them out to the field. "We were able to talk to everyone and monitor every aspect of our operation. We could put out an 'all call' to everyone in the compound and warn those off-site on a hike about a severe storm so they could take shelter."

"Throughout the very busy show, during various incidents, with multiple agencies talking at once, the information we received was critical," says Gibbons. "The consoles saved us an immense amount of time."

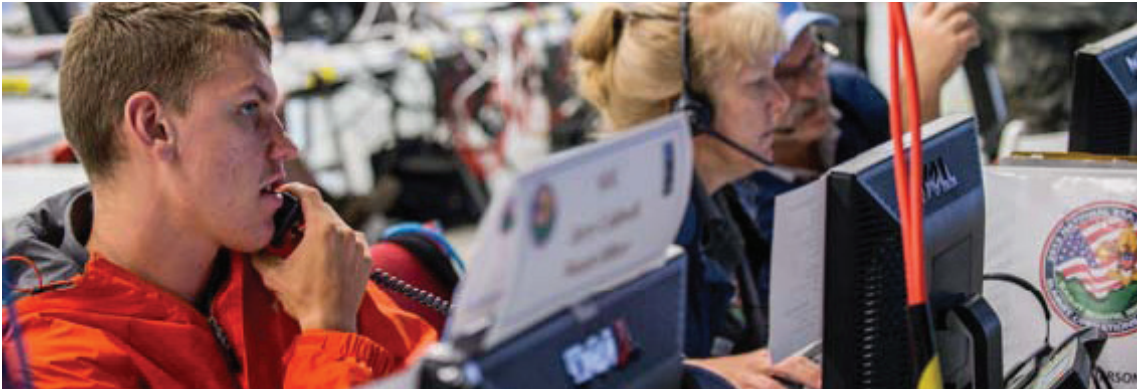
"With the dispatch being right there, emergency response was seamless. We shortened the chain and made things happen very quickly."

Lt. Dennis Ellis
Director of the SOC



"Garden Grounds is a mountaintop where we held remote activities for Scouts. The only communication was by radio as cell phones were not always able to get through. In these very remote areas, having a dedicated, continuous and clear communication system with radio is critical."

Mark Harris, Operations Chief



EXCELLENT AUDIO QUALITY AND CLARITY IN THE MOST REMOTE AREAS

Both the SOC and National Armory dispatchers praised the flexibility with which the console dispatch system could be set up anywhere, link to both trunked and conventional radios, and liberate staff to easily monitor and initiate communications – whether in command centers, on roads or in remote reaches.

Across the unforgiving terrain of reclaimed surface mines, gorges and mountaintops, the audio quality of the communications system was excellent and continuous. Dispatchers and radio users did not have to contend with static, buzzing or fluctuations in voice clarity and intelligibility. “We used wireless and wired headsets with the consoles and the sound quality was very good. You could hear everyone well,” says Chris Gibbons.

PATCHING THROUGH TO ORCHESTRATE JOINT OPERATIONS

“We were using roughly 1000 acres of the 10,600 acre reserve,” explains Mark Harris. “It’s quite a big area with old abandoned mines and mountainous terrain to cover with radio. Security also had to make sure people weren’t entering the area through the remote borders of all 10,600 acres.”

Lt. Dennis Ellis underscores the challenges of ensuring safety and security outside the core event. Even though the Department of Homeland Security and National

Guard took the lead beyond the Jamboree site, Ellis notes that “We had thousands of Scouts going to the river for rafting and going off property for service projects, and the SOC had to have visibility with that.”

BRINGING THE RIGHT EXPERTS, PLANS AND TECHNOLOGY TOGETHER

Now that the SOC leadership team has dispersed and returned home, they are sharing valuable lessons with their own agencies. “One of the key things is to have your plans ready, practiced, verified and validated before getting there – especially with participants who aren’t familiar with public safety,” says Mark Harris.

Lt. Dennis Ellis, whose day job is Counter Terrorism Program Coordinator for the Indiana State Police adds, “We were very meticulous about training. Before we ever put boots on the ground, we had the Jamboree and SOC operations plan so everyone was working on the same page. We made sure we had an understanding of the environment we walked into and built a contingency book with all the scenarios that could happen. I know that’s something I am going to take back to my state.”

As he returns to dispatch operations in Massachusetts, Chris Gibbons believes “The system is so versatile it allows any community to adapt the consoles for large events, keep in contact with all partners, and if resources are needed, make that happen.”

To unify communications on the spot or on the fly, visit motorolasolutions.com/dispatch or contact your local Motorola representative.

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