

University of Connecticut
Sports and Entertainment Venues

CASE STUDY



Providing Reliable Radio Communications
for Event Operations and Public Safety

About the University of Connecticut

With an enrollment of over 31,000 students, the University of Connecticut ranks as one of the largest universities in New England.

The public institution boasts a formidable athletics department, particularly its men's and women's basketball programs that have won a combined fifteen NCAA titles since 1995. While renowned as a basketball powerhouse, the school's football team is also impressive, having garnered 26 conference championships in its history.

When game day rolls around, legions of diehard fans flock to the XL Center in Hartford and the Pratt & Whitney Stadium at Rentschler Field in East Hartford to see their beloved Huskies in action.



The Challenge

Craig Jankowski, Director of Operations at the **XL Center** and Derek Miles, Stadium Operations Manager at **Rentschler Field** were faced with the challenge of replacing an existing radio system that dropped calls at critical, heavy-usage times during events. In addition, there were issues with interference from their previous radio system, and radios were losing battery power before the end of longer events.

The Solution

In order to ensure successful, incident-free events, operations at both the XL Center and Rentschler Field require wireless communication. They rely on equipment for maximum readiness and rapid response – which is why they turned to Hytera America. As a full solutions provider of professional wireless communications platforms that include two-way radios and wireless trunking systems, Hytera was able to design a customized solution for each facility.



For the **XL Center**, Hytera supplied 175 DMR portable radios and a cost-efficient XPT Digital Trunking System. Hytera DMR radios are built to the DMR Standard with robust features for both voice and data communication. Users enjoy superior digital audio clarity even in noisy environments, such as a thrilling basketball game or booming rock concert.

For any events that take place at the XL center, the center provides DMR radios to the first responders to ensure there are no communication issues with them during the events. Craig Jankowski, Director of Operations at the XL Center explains, “We stay in contact with each other...[and] work closely with the Hartford Fire Department and Police Department as well to help our events get off and be nice and successful.”

Hytera DMR radios offer reliable and instant push-to-talk communication to circumvent interference in a way previous radios could not, allowing XL Center personnel to respond to all incidents and emergencies. Armed with radios, Mr. Jankowski communicates with staff on a minute-by-minute basis, adding, “If there’s a safety hazard, or somebody happens to slip and fall and needs some type of medical attention immediately, we are able to radio instantly to our medical staff.”

The 16,000 seat **XL Center** is the home of UCONN Huskies men’s and women’s basketball teams, and is a venue for trade shows, consumer events, and concerts. The arena was originally built 1975, with major renovations in 2014.





At **Rentschler Field**, Stadium Operations Manager Derek Miles raves about the Hytera platform. To meet their needs, Hytera designed a communications solution that includes up to 240 DMR two-way radios and an XPT trunking system. Hytera DMR radios ensure better audio quality across a wider coverage area and has data capabilities for sending private and group text messages.

Perhaps what impresses Mr. Miles most is the battery life. He jokes that it lasts “a million times longer” than the radios his team used in the past. The long-lasting battery, along with its compact and lightweight structural design, makes it easy for staff to carry and operate well into late double-overtime games, and beyond.

Like Mr. Jankowski, Mr. Miles was also frustrated by the frequency of dropped calls he experienced with radios prior to adopting Hytera products. “We did have quite a few problems with calls dropping out, and with these new ones...dropped calls are down to basically nothing. Everyone loves it.”

When playing host to tens of thousands of people, anything can happen – especially during raucous college sporting events. The best way to provide a safe experience for everyone in attendance is through preparedness. Crystal clear and reliable communication enabling a quick and efficient response is essential.

The 40,000 seat **Pratt & Whitney Stadium at Rentschler Field** is the home of the UCONN Huskies football team, and hosts a variety of athletic, cultural and civic events, including concerts like the Rolling Stones and Bruce Springsteen. The stadium was built in 2010 on the site of Rentschler Field, which was the original name of the Pratt & Whitney company airfield which began operations in 1931.



Equipped with state-of-the-art communications systems from Hytera, the operations departments at the XL Center and Rentschler Field can better ensure smooth proceedings and a secure atmosphere come game day. No more dropped calls, radio interference or radios losing battery power. The only thing the Huskies faithful have to worry about? Securing their next championship title.



Hytera radios are built to the DMR Standard and rich in features for both voice and data communication, including built-in GPS. They are certified to ruggedized standards, including MIL-STD 810 testing.

Hytera is the world's leading supplier of open standard DMR Trunking systems. DMR trunking allows greater channel utilization and efficiency compared to conventional systems.

