

**Governor's Office of Homeland Security  
and Emergency Preparedness  
State of Louisiana**

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**POLICY NAME: LWIN SMARTCONNECT GOVERNANCE**

**POLICY NUMBER: 011**

**EFFECTIVE DATE: October 25, 2023**

**LWIN SMARTCONNECT GOVERNANCE**

**I. BACKGROUND**

LWIN system coverage is designed to provide 95% coverage based on the portable radio being outside of the vehicle with the antenna unobstructed at the hip level. Even with careful planning, Louisiana's topology presents coverage challenges to subscribers. The system design provides limited in-building coverage to the users such as schools, businesses, and municipal buildings. SmartConnect is an effective tool in extending coverage wherever Wi-Fi broadband connectivity is available, it simply routes your P25 channels over broadband where all your connections, talk groups and security stay the same.

When LWIN signal strength is low or unavailable, SmartConnect automatically switches audio traffic in seconds using the available Wi-Fi network. Transitioning from LMR to Wi-Fi broadband is seamless for the subscribers and takes less than 3 seconds and require no user intervention. LMR voice traffic has priority over the network; therefore, radio functionality and voice quality are preserved. When the LWIN system signal strength reaches an acceptable threshold, radio traffic transitions seamlessly from the Wi-Fi broadband network to the LMR LWIN system. Subscribers will know when SmartConnect is active, because the radio displays blue bars on the top and front displays, and the audible talk-permit tone is different.

**II. USE CASES**

Indoor Coverage

Radio coverage can become spotty inside buildings such as office buildings, schools, and hospitals. Subscribers can utilize broadband Wi-Fi to maintain coverage when responding to incidents in buildings.

Dead Spot Mitigation

Although the LWIN system was designed to provide the best coverage possible, due to terrain and other factors, there are sometimes areas where LWIN coverage is poor. SmartConnect enables subscribers to seamlessly transition to broadband Wi-Fi bridging coverage to maintain connectivity in these areas.

#### Nationwide Coverage

Sometimes first responders are called to assist with a mutual aid incident or travel outside of their coverage areas. Using Wi-Fi, SmartConnect allows them to connect back to their home dispatcher.

### **III. LIMITATIONS**

SmartConnect supports a maximum of 200 simultaneous talk paths. Currently, the number of subscribers on the LWIN system is approximately 115,000. With a limited number of 200 simultaneous talk paths, personnel accessing this feature will be limited. Limiting the number of personnel utilizing SmartConnect ensures the effective use of system resources, limiting busies, and providing effective communications. Depending on future loading, limitations may be applied.

### **IV. GOVERNANCE**

#### Application Procedure

Agencies interested in availing the SmartConnect application will submit a request to DPS-Radio Maintenance/Mobility and Communication Services. Once DPS-Radio Maintenance/MCS approves the request and assigns an ID, that user will be added to the application.

#### Implementation Policy and Limitations on SSIDs

There will be one SSID for LWIN SmartConnect statewide. This SSID shall only be entered into LWIN radios.

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