



City of Evergreen, Alabama Connects with Southern Linc

From police communications to fleet management, Evergreen upgrades connectivity with LTE voice and data solutions

When Evergreen Police Chief Allison Gessner took office, she inherited a communications system that was ready for an upgrade. The department was relying on the State's 911 network as its primary communications network, along with a secondary tower leased from a wireless carrier at a significant cost.

Looking for a better way forward, Chief Gessner reached out to Southern Linc Market Sales Exec Jeff Bedsole. Jeff and the Southern Linc team quickly developed an interoperable MCPTT solution that connected the department's private radio system with Southern Linc's CriticalLinc LTE network through a custom-built Catalyst interoperability console.

Within months, Evergreen had a communications solution that expanded its calling area by thousands of miles and strengthened connectivity with key State of Alabama agencies. Once the Catalyst MCPTT dispatch solution was developed, the team installed the dispatch console, connected systems and talk groups, and trained users in just two days.

That fast installation and training turnaround helped ensure Evergreen's officers and dispatchers were prepared and had reliable communication options in place without any downtime. Since rollout, the Police Department has successfully used Southern Linc's interoperability solution during several vehicle pursuits while also eliminating the cost of its former backup system.

"This solution improved our connectivity and has saved a substantial amount of money for the City of Evergreen," Chief Gessner said.

TrueTrack Brings Fleet Visibility to Maintenance Department

The work with Evergreen continued beyond dispatch communications. After the Police Department added Southern Linc's interoperable MCPTT solution, the City's Maintenance Department installed the TrueTrack fleet management application to help improve the care of police cruisers, tractors, trucks and other equipment.

Today, TrueTrack's fleet management sensors are installed on more than 50 vehicles and heavy equipment across parks and recreation, streets, landscaping, waste and other public works areas. For Evergreen Maintenance Manager David Beasley, that visibility is helping his team track mileage, monitor vehicle locations and plan maintenance before a breakdown takes equipment out of service.

"With TrueTrack, you know where they are whenever someone needs help," Beasley said. "That's what sold me on it."

Together, the Police Department's upgraded communications and the Maintenance Department's fleet tracking tools help Evergreen stay connected, coordinated and prepared. With Southern Linc solutions supporting both emergency response and daily operations, the city has reliable ways to communicate, monitor resources and keep essential services moving.

