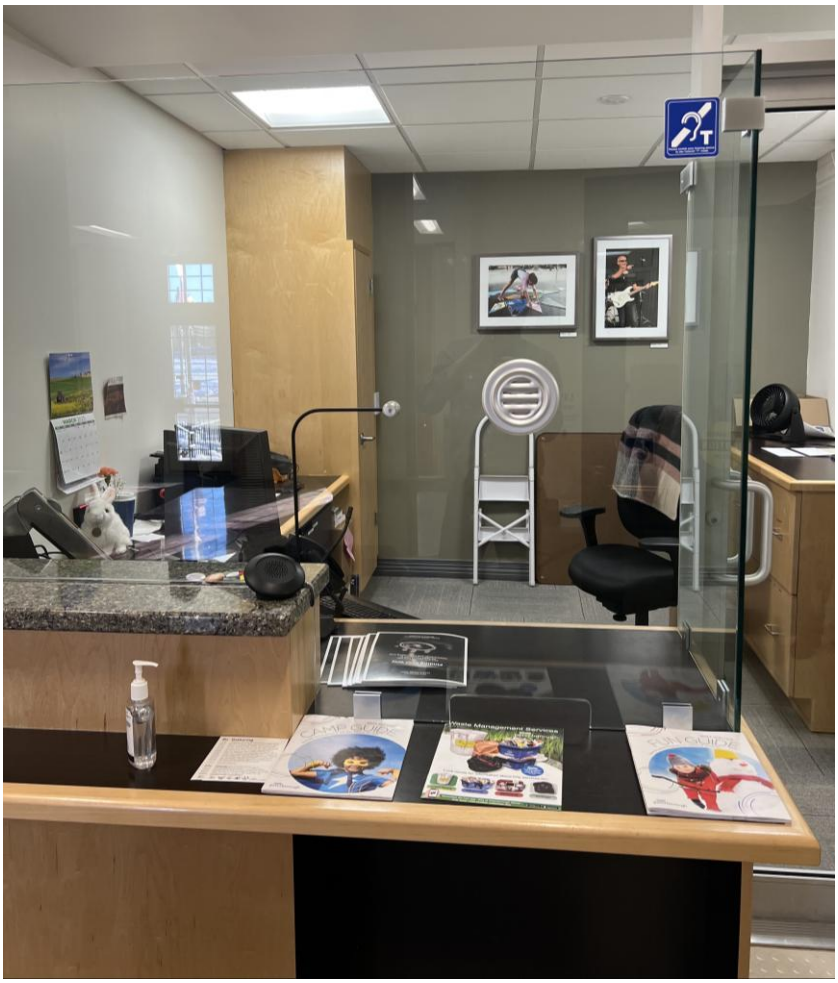
Case Study: Equipment Installation at the City of Peterborough

Peterborough is a Canadian city located in Ontario. This city is serving as a key regional hub for business, culture, and public services. Peterborough offers a great environment to the local community and surrounding areas. Having a population of about 120,000 residents, the City of Peterborough explored options to improve communication accessibility.

The city's public service facilities include the Town Hall, which functions as the administrative and legislative center for municipal governance; the Transit Terminal, a vital transportation hub; and the Social Services department, which offers essential support programs in areas such as financial assistance, housing, childcare, and social services. These facilities are key to the city's effective operation and to services it provides to residents.

A recent upgrade to the City's facilities saw a deployment of a variety of new communication systems to improve accessibility. Hearing loop technology and window intercom systems were installed at several key locations.



Town Hall Installation: At the Town Hall, the STS-K072 unit was installed, along with the STS-SU1 Staff Loudspeaker unit. This custom installation allowed the staff side to provide better sound quality and a mute function. This solution allows for clear communication for both staff and visitors as well as providing a space-saving solution at the service desks.

Transit Terminal Installation: This installation was more extensive. The STS-K001 Window Intercom Kit was paired with two hearing loop systems: the IL-AE99 aerial (under the counter) for the staff side, and the IL-AE97 (above the counter) for the client side. This setup permits both staff and passengers to have access to the sound from the hearing loops.

Social Services Installation: Similarly, the service desks at this location included the STS-K001 Window Intercom Kit with dual hearing loop configurations for both sides.

Standard Installation Approach

The installation process was efficient. The two hearing loops were configured on both sides of the counter. This approach optimized communication for both staff and clients. The window intercom systems were integrated into the existing infrastructure. This allowed public services to continue without disruptions.

Conclusion

The successful installations at the Town Hall, Transit Terminal, and Social Services departments supported the City of Peterborough's commitment to improving accessibility for all residents. With an upgrade towards inclusivity for all users of public services, the integration of these new communication systems has not only met accessibility standards but has also enhanced the experience for individuals with hearing loss.