

Madrid Municipality

Spain – Dimetra Communication System



BACKGROUND

The Madrid Municipality is responsible for providing public safety services as well as managing of the service infrastructure of the city such as the road networks. This means directing and coordinating the city's local police, ambulance and fire brigades as well as the civilian teams who provide municipal services like street cleaning.

Motorola's Dimetra solution was chosen by the city council in 2000 to replace their old analogue systems.

The contract awarding resulted in the Madrid Municipality signing with Motorola and Amper Sistemas, Motorola's local partner and system integrator in Spain.

Madrid's city council chose the Motorola solution enhanced with a specially designed command and control solution by Amper Sistemas for the following reasons:

- Motorola's demonstrated leadership in TETRA technology - for infrastructure and terminals
- Feedback from customers worldwide who are using Motorola's TETRA solutions to manage public safety and government services
- Motorola's flexibility and support from their local partner, Amper Sistemas to ensure seamless interfacing between the infrastructure and the command and control equipment
- Ability to incorporate specialised applications
- Technology roadmap for IP platforms to support enhanced data applications

CUSTOMER NEEDS

- Flexible and clear voice services - private, group and emergency calls
- Command & Control systems that integrate the management of resources when required
- Integrated voice and data communications solution to help deliver more effective public services
- Potential to link with other TETRA networks in Madrid, for example the Madrid Metro - vital in times of any emergency
- Expansion capability for Packet Data based services

During the terrorist attack in Madrid in March 2004, the TETRA communications system played a crucial role. The system handled over 180,000 calls by the Police and Ambulance services during the first day of the rescue operation.



MOTOROLA SOLUTION

Motorola is providing a fully compliant Dimetra system operational in the 380 – 400 MHz frequency band. The 10-sites system will provide coverage for Madrid and the immediate suburbs. In line with the customer's plans for future enhancements, the network will subsequently be upgraded and expanded.

Users initially used the following features

- Voice – Group and Individual calls
- Text messages (SDS)
- Status messages
- Automatic Vehicle Location Service (AVLS)
- Specialised applications - Remote Medical Assistance

Approx. 3,500 terminals are currently deployed in the network. Remote speaker microphone accessories are fitted to a number of terminals to make communicating whilst working easier.

BENEFITS

- Common platform for all Public Safety organisations
- Improved information management between dispatch operators and emergency services as well as location information of mobile resources
- More efficient use and re-tasking of municipal resources
- Better co-ordinated responses to emergency incidents
- Opportunity to link with Dimetra systems used by other organisations in Madrid for fully co-ordinated response to a transport emergency
- Simple data applications reduce voice traffic and more sophisticated Packet Data applications will further enhance communication efficiency
- Improved efficiency of the Public Safety organisations
- Improved safety of the officers



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