

Police Department Picks TRBOnet to Protect Communications and Manage Data Dispatch



Industry:
Government

Company:
Prefeitura Municipal de Indaiatuba - Secretaria de Defesa is a local police department, with over 270 sworn members.

The department is responsible for serving their local district, which extends over 312 square kilometers and with a population of approximately 211,000.

Challenge:
Radio communications must be secure
Dispatch solution must enable efficiency and comprehensive data management

Solution:
TRBOnet. Enterprise

Result:
A Digital Radio Network Application which meets department requirements: security, efficiency and a user-friendly interface.

THE BUSINESS CHALLENGE

The department used analog Motorola radios for all of their communications. Before digital two-way radio systems, it was not technically possible for the company to track the location of their vehicles, their routes and speed, or locate municipal guards that were working alone. The dispatcher only had voice communications to gather information such as location, events and conditions and as such had much less understanding and control of the situation in the field. The department members who were working in the field had to spend time and attention in order to deliver all the required details to a dispatcher during emergency situations, which understandably decreased their performance, efficiency and ability to respond to the situation.

The department's analog radio communications were not reliable and could be tapped into. Improving department member safety by using secure internal communications was the key consideration for migration to a digital communication system.

"The problem was evident," says Alexandre Cícero Guedes Pinto, Municipal Secretary of Defence and Citizenship for Prefeitura Municipal de Indaiatuba. "We needed a reliable solution to manage not only our voice communications but to provide an effective tool to dispatch and record data, manage our resources, and notify us in case of emergency and increase our personnel's safety. But most of all – we needed to achieve secure internal communications."

When the department embarked on the digital two-way radio communication project, there were 121 analog radio units in use that had to be migrated.

As the department already used Motorola radios, a local Motorola reseller 'Ricall Radio' was chosen as the Mototrbo platform provider. The software provider was chosen from among Motorola's partners. Prefeitura Municipal de Indaiatuba purchased TRBOnet from New Tech Radio, a large reseller of software, hardware and related services.

THE TRBONET SOLUTION

The police department deployed TRBOnet.Enterprise - a powerful, easy-to-use and affordable solution which is designed specifically for the Motorola MOTOTRBO platform, and which provides voice dispatch and recording, data dispatch, AVL tracking as well as lone worker and text message capability among other features.

With the transition to the new platform and system, Prefeitura Municipal de Indaiatuba now enjoys a significant increase in team efficiency and safety. All vehicles and municipal guard locations are under constant monitoring and supervision of a dispatcher. The department is also capable of a much more rapid response time since the dispatcher can now easily find the closest vehicle and direct it to the location of an incident.

"With TRBOnet's AVL tracking feature, we have noticed a significant improvement in our team's response time – we are able to react twice as fast than before because today we have the coordinates of the vehicle location and distance to the site of the incident." – says Alexandre Cícero Guedes Pinto. The dispatcher has constant visibility and tracking of all the tasks that are assigned to and accomplished by the guards on duty. As soon as all the service orders are complete, the dispatcher receives reports that are rich with all relevant data, communication logs and that are available with no limits on retention for audit, review, retrieval and analysis at any time.

"We are now confident in our communications," says Alexandre Cícero Guedes Pinto. "Motorola MOTOTRBO and TRBOnet ensure our radio conversation security and privacy. There is no way someone can tap into our channel."

THE RESULTS

An affordable solution, which addresses the most important needs of a police department

TRBOnet.Enterprise combines AVL tracking with a history log, group and private messages, "Remote microphone" and data dispatch as well as recording for comprehensive data management and event control solution for Motorola's MOTOTRBO.

Increased security in communications

TRBOnet.Enterprise protects all the communication between talk groups and dispatchers whether it is private or a group call. All data transmitted through the channel is safe and available exclusively for authorized users.



Sales and Support

For Sales and Support contact your local TRBOnet dealer or visit www.trbonet.com for a complete list of available dealers in your area.