

DCRS



RETAIL & PUBWATCH SCHEME UPGRADE TO MOTOTRBO™ RADIOS & APPLICATIONS

OUR CHALLENGE

An expanding and well supported Business Watch Scheme with over 120 members was looking to purchase the necessary hardware and software required to upgrade an existing analogue radio system to a digital radio system supporting a data application.

The key objectives of the new system was to provide a reliable, effective and geographically extensive service covering at least the Borough of Crawley. The Shopwatch and Pubwatch include a variety of Members throughout Crawley, ranging in size and location, and the local parades. Pubwatch includes night clubs, public houses, restaurants, hotels, social clubs, off licenses and take aways.

The backbone of the system was to provide a reliable solution to give communications during a national, regional or local emergency.

THE SOLUTION

MOTOTRBO™ Digital Radio Solution with integrated TRBOnet™ Dispatcher Computer monitoring solution.

BACKGROUND

The existing radio scheme provided an effective means to communicate confidential safety and awareness information between scheme members (pubs, businesses and statutory authorities).

Crawley Borough Council (CBC) had a requirement to purchase the infrastructure and equipment required to replace an existing analogue radio scheme to a digital operating system. Through a tender process CBC awarded DCRS as the suitable contractor to design, supply, install and maintain the required digital system infrastructure.

CUSTOMER PROFILE

Location:

Crawley

Industry:

Business Protection

Products:

01 x DR 3000 repeaters
120 x DP 4600 hand portables
03 x DM 4600 mobiles
TRBOnet enterprise 3.6 dispatcher application

Benefits:

New digital technology
Improved & clearer coverage
Intelligent channel sharing
Call recording for assistance with insurance claim mitigation
Better communication with retailers





Communication between businesses is extremely important, not only for the reduction of crime but, in the current economic climate when businesses are running on limited staff, having communication with other businesses close by and knowing what is going on is vital.”

Karen Methven, Crawley and Gatwick Businesswatch Manager

THE SYSTEM

The new system installed was a MOTOTRBO™ Repeater based Solution, with MOTOTRBO™ DM4600 Fixed Mobiles to assist with coverage black spots and DP4600 Hand portables for all radio users throughout the centre.

All hand portables are set with Emergency Features activated by their Orange Button and other standard features such as: Lone worker, text messaging, individual calling & radio stun/revive, and text messaging. Also automatic scheduled messages are sent to inform Managers/ Wardens of regular meetings and tasks to be undertaken.

Remote Monitor is also utilised to eliminate mis-use of the radio system or to allow the controller to open up the microphone of a radio user in the event of a emergency situation.

With the aid of Motorola Applications Partner Software it delivers both voice and data through TRBOnet™ Enterprise computer monitoring dispatch software providing Crawley Businesswatch with a reliable, high speed voice and data system increasing safety and efficiency throughout the centre.

Being accessed via the internet TRBOnet™ has allowed for all the required features & functions to be merged into one centralised controlled solution giving the Businesswatch a single system to control all movement monitored by Karen Methven and Community Wardens who are a key partner of the scheme and employed by the local council.

Voice recording enables the co-ordinator with **insurance claim mitigation** and allows for a body of evidence and data to be built that gives a better picture during an incident.

Businesses in Crawley have a new weapon in the fight against crime after Crawley Businesswatch installed a MOTOTRBO™ digital radio system. The new system enables more members to communicate in a variety of different ways”

THE IMPACT

The TRBOnet™ Dispatcher Computer Software enables people trained on the system to be able to put out alerts such as: fake notes, recent incidents, missing and wanted people which will then be disseminated out to members' radios.

The new two-channel system also provides better coverage at events. For example, on match days licensed premises associated with Crawley Town FC will be in close communication with each other and Sussex Police at the same time as retailers are communicating with each other on another channel.

The new system was launched by Steve Waight, Deputy Police and Crime Commissioner for Sussex; Henry Smith MP; Chief Inspector Justina Beeken; Councillor Claire Denman, Cabinet member for Planning and Economic Development at Crawley Borough Council; Peter Ross, Chair of Crawley Town Centre Partnership; and Karen Methven, Crawley and Gatwick Businesswatch Manager.

Councillor Claire Denman said: “Crawley and Gatwick Businesswatch provides a great service to its members. This new system will improve members' ability to share vital information, reducing crime and improving safety.”

Peter Ross said: “It is critical for the future of Crawley town centre that we ensure every opportunity is taken to have the maximum level of security for our local businesses, visitors and residents. In our opinion this facility will considerably improve our ability to deal with anti-social behaviour and crime.”

“Working in partnership helps significantly reduce crime in the area and encourages a sense of community.”

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