

DIGITAL RADIO SOLUTION OPTIMISES STREET LEVEL COMMUNICATIONS AND SAFETY.

CLIENT: CITY OF PERTH

INDUSTRY: LOCAL GOVERNMENT

LOCATION: PERTH, WESTERN AUSTRALIA

DATE: 2013

The Client

The City of Perth is responsible for maintaining the day-to-day operations of the CBD and surrounds including East and West Perth. The Council's Compliance and Works divisions employ a large mobile workforce who frequently travel 'on foot' in roles as parking officers, rangers, security officers, guards and surveillance staff.

The Challenge

The City of Perth's superseded analogue radio system was frequently challenged by poor network coverage and voice clarity. These factors combined posed safety and efficiency issues, hindering the control room's ability to contact or locate 'on ground' field workers to allocate tasks or advise of an emergency.

Mobile Masters, an Orion partner and founder, successfully exceeded requirements during field testing through provision of interim digital radios and was awarded the tender to engineer and supply new communications infrastructure and digital handheld terminals to the Council's Compliance and Works divisions.

The Orion Network Solution

Mobile Masters quickly migrated the City of Perth to The Orion Network – Australia's most reliable digital two-way radio network. The network solution provided instant capacity for new digital handheld terminals to

bridge environments such as tall buildings, underground car parks, loading docks and malls - optimising street level communications.

The Orion Network solution was implemented in two phases and included:

- Installation of digital radios into Works division fleet vehicles to improve connectivity, voice clarity, and reliability.
- Deployment of Motorola DP 3601 portable radio terminals and DM 3601 mobile radio terminals into street level roles.
- Integration of data applications including GPS tracking to enable field workers to be located anywhere, anytime.
- Automated and manual trigger of emergency duress functionality in handheld terminals, including 'man down' alarm that is set off when a radio is tipped over, or left stationary for an extended time period.
- Establishment of multiple dispatch, base radio stations around the city to monitor duress/emergency calls.
- Facilitation of multi points of command to improve efficiencies in task allocation from the control room.
- Creation of private talk groups and interoperable channels, to enable different roles such as rangers and street sweepers to communicate.
- Training to support new users of the system.



DIGITAL RADIO SOLUTION OPTIMISES STREET LEVEL COMMUNICATIONS AND SAFETY.

Always Connected

Transparency

- Orion's fixed communication costs provide a manageable level of certainty for the Council when budgeting for future operations - with no additional charges for variable talk times or volume of traffic. This is in direct contrast to the highly variable nature of mobile phone and data services which vary substantially over time.

Improved safety and efficiency

- Private calling functionality between individual radios enable discrete conversations between team leaders and field staff without personnel returning to the control centre.
- Better penetration of network coverage across challenging environments improves team safety.
- Establishment of pre-defined routes dispatched via the control centre improves field worker efficiency, visibility and process controls.

- Superior engineering of the Orion Network optimises penetration at the street level.

- Occupational Health and Safety targets are achieved.

Future proofed

- Web based software enables team leaders to access tracking data from any networked computer – essentially decentralising command.
- Ability to remotely reprogram and upgrade radio terminal software reduces downtime and removes the need to collect and return terminals to the workshop for system updates.
- Partnership with the Motorola brand ensures future access to the latest technologies and data applications without the need to change infrastructure or terminal hardware.
- Compliance with ACMA narrow-banding requirements.
- Capacity to support future integration of communication systems between adjoining councils.

Orion's network coverage has been reported by the City of Perth as being exceptional and better than other providers. Orion maintains an ongoing relationship and service contract with the Council and will continue to upgrade the capacity and coverage of the system to enable future users to be connected as the City's demands grow.

Learn more about our other industry solutions at www.orionet.com.au