



# MANCHESTER BUSINESS CRIME REDUCTION PARTNERSHIP EQUIPS BUSINESSES WITH MOTOTRBO™ R7 DIGITAL RADIOS

IMPROVED, RELIABLE COMMUNICATIONS AND PLAYBACK OPTIONS FURTHER ENHANCE EFFECTIVE COOPERATION



## CITYCO MANCHESTER

Manchester is a global city, proud of both its roots and its future. CityCo is Manchester's City Centre Management Company; it represents the business community, with the aim of making the city a better place to visit, work and live. It helps to build partnerships between businesses, and between businesses and the public sector. CityCo is a delivery partner to the Manchester Accommodation Business Improvement District (BID) and manages the Manchester City Centre BID and, within this, the Manchester Business Crime Reduction Partnership (BCRP).

## MANCHESTER BUSINESS CRIME REDUCTION PARTNERSHIP (MANCHESTER BCRP)

The Manchester Business Crime Reduction Partnership (Manchester BCRP) is a subscription-based, business-led, action group who works with the Greater Manchester Police, Manchester City Council licensing and antisocial behaviour teams and other businesses. Its aim is to tackle and reduce crime and disorder affecting businesses and the wider community, to enable cooperation to create a safer environment for businesses, their employees, clients and customers. Businesses who are part of the group include retailers, restaurants, cafes, bars, churches, banks, undertakers and nightclubs (retail and night-time economy). They are mostly based in the city centre, although there are also some partners in outlying retail parks. The BCRP is managed by CityCo; as part of the scheme, CityCo works with M.R.S. to equip partners with radios on a subscription, self-funding basis and to manage the group's radio communications on an ongoing basis. M.R.S. has extensive experience working with BCRPs across the UK (Manchester was one of the first), and the strength of the partnership between Manchester BCRP and M.R.S. is key to the success of this project.

## CUSTOMER PROFILE

### Organisations:

- CityCo
- Manchester Business Crime Reduction Partnership (Manchester BCRP)

### Partner:

M.R.S. Communications Ltd

### Industry:

Public Sector & Public Safety

### Motorola Solutions

#### Products:

- 470 x MOTOTRBO R7 non-display portable radios
- Antennas, batteries, belt clips and single unit chargers
- MOTOTRBO Capacity Plus Single-Site system comprising 3 x SLR 5500 repeaters

#### Control Room Software:

- MOTOTRBO Repeater Diagnostics and Control
- TRBOnet Enterprise

“We have worked with M.R.S. Communications for over 15 years. Our business relationship has evolved into one of trust; M.R.S. is very responsive and we identify and solve problems together. And I have worked with Motorola Solutions for my whole career; it is a recognised, established global brand at the forefront of technology development. Regarding the R7, we chose these radios very carefully on four factors – their durability, the longevity of the battery life, the ability to remotely disable them and, most importantly, the ability for the end user to play back the last transmissions. This functionality is crucial for us, as the businesses we work with are often very busy but this ensures they do not miss any critical messages. The reliability of the R7s is excellent too, with very little maintenance needed.”

Crime Manager, Manchester Business Crime Reduction Partnership



## CHALLENGE

Manchester BCRP had previously deployed Motorola Solutions SL2600 portable two-way radios; however, these had been in place for several years and it was keen to upgrade to newer technology when the previous contract period ended, whilst continuing with Motorola Solutions technology. The BCRP wanted a reliable, user-friendly radio with excellent coverage, battery life and audio clarity to offer to its subscribers. It was also keen to have a radio it could disable remotely, if needed. As David Horton at M.R.S. explains: “It is essential that the BCRP partners have faith in the radios and radio system we supply. Usually, they each have a single charger and radio, to communicate with other members of the BCRP. Whether the user is a store manager, or a nightclub doorman, they need to be able to rely on that device, so they can broadcast clearly to, or hear messages from, other businesses. All users will face different and varied challenges but, if they can share this information and collaborate effectively, this helps enormously.”

## SOLUTION

CityCo has signed a new five-year agreement with M.R.S. on behalf of Manchester BCRP for almost 500 R7 radios with accessories. Currently, 378 customers, mostly located in the centre of Manchester, are using the radios. The remaining radios are used in the BCRP control room, by Manchester police and the night-time support agencies. The radios connect over the existing MOTOTRBO Capacity Plus network, which is also used to support public safety and counterterrorism initiatives. The system provides strong, reliable coverage across Manchester city centre and was installed by M.R.S., who provides ongoing maintenance, troubleshooting and support including remote monitoring of system health via MOTOTRBO RDAC.

BCRP partners are making thousands of radio calls every week around the clock and M.R.S. has programmed two talk groups: night time and day time. Some subscribers, such as restaurants, use both and just switch between as appropriate. Intelligence is shared on issues such as shoplifting, antisocial behaviour or a lost child. Users can report these issues and the other subscribers are immediately aware, which helps city centre businesses rapidly coordinate and cooperate, with eyes on the ground. One of the great

advantages of the R7, above and beyond the BCRP’s initial requirements, is its playback feature. The audio recording licence key is activated on all the handsets, which allows users to replay the last five calls received when the radio is on. Users are finding this feature exceptionally useful, as they are often busy serving customers, for example, so this ensures they never miss a transmission. The radios also have an emergency button in case of a serious incident or an assault. When a user activates this, a signal is received by the TRBOnet control room software, which then transmits an immediate audio recording announcing the name of the premises that has the emergency to all users, so they can coordinate appropriately.

M.R.S., meanwhile, provides any support needed for the partners if they have queries regarding the radios. M.R.S. also keeps recordings of all voice calls for evidence, using TRBOnet software, and these can be relayed to the relevant authorities if needed. Indeed, the Greater Manchester Police and various other agencies, such as the Manchester City Council wardens and licensing and antisocial behaviour teams, also have R7 radios issued to them. As David Horton continues: “It is important to point out that the police, who have six R7 radios on the BCRP channels, use the system for monitoring and support, as opposed to response, as obviously they have their own systems too. However, this is a crucial step forward for us, as it does make it so much easier for policing partners to review incidents and further aids cooperation and collaboration.”

## BENEFIT

This is a long-term, future-proof deployment for Manchester BCRP, which is also highly flexible should the system need to be expanded, developed or changed in any way in the future. Partners have commented positively about the improved system coverage and availability, as well as the enhanced audio. They also appreciate the reliable, rugged devices and the battery length, as well as the playback and emergency options. However, most importantly, the community has complete confidence in the radio system. This reassurance further brings partners from all economies together in their collaborative efforts to reduce low level crime and antisocial behaviour in Manchester and helps to improve safety of both staff and members of the public.

### Benefits:

- High system availability and reliability
- Optimal radio functionality for BCRP partners, including message recording and playback
- Rugged, easy-to-use devices with clear, customisable audio
- Fully supported and managed system
- Improved coordination, cooperation and safety of staff and members of the public
- Controlled costs

