



# MUNICIPALITY OF MADRID, SPAIN

Recognized as one of the safest cities in the world to travel to, the Municipality of Madrid depends on safety technology to enable its police, ambulance and fire services to work efficiently. The city of Madrid provides information and public safety services across 21 districts. It is an open government that advocates for transparency, participation and open data.

## CHALLENGE

Madrid's police, fire and ambulance services all use robust and resilient mission-critical communications for their daily work but they also face challenges with a lack of interoperable and streamlined communication between those agencies. The pandemic has further highlighted the need for emergency services to have access to more interoperable solutions to cope with surging demands.

## SOLUTION

Emergency services in Madrid are now exploring ways to expand both the coverage and functionality of their mission-critical communications by connecting land mobile radio networks with broadband networks. This will enable different teams to connect instantaneously and reliably regardless of the network technology used.

The emergency services in Madrid are working together to deploy reliable and streamlined technologies to create processes to increase efficiency and synergy between all public safety agencies.

In addition to voice communications, in the future this may include broader collaboration and data sharing with video, images, and other data that first responders need to work safely and efficiently.

## BENEFITS

The city's planned and careful approach will increase collaboration across different emergency services while also taking public attitudes into account to ensure sustainable technology that complies with privacy regulations.



*"Robust, seamless and reliable communication between all members of our emergency services organizations is integral to keeping our frontline officers, citizens and tourists safe at all times, no matter where they are in the city. We have over 3.4 million residents to watch over, so we need reliable communications that give us the flexibility to connect with broadband services and scale as our organization grows in years to come."*

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