



# MOTOTRBO™ Brings Future-Proofed Communications Platform to Basildon District Council



## Progressive Modern Council Goes Digital with New Levels of Safety and Efficiency For Mobile Teams

Basildon is one of the top five district councils in England and serves a population of 177,000. Only 30 miles away from central London in the thriving industrial and commercial centre of South Essex, the district also includes key towns Billericay and Wickford and is becoming an attractive centre for the office market. More than 2,000 manufacturing, construction and service companies are based in the region which is a priority area for development and part of Thames Gateway, one of the government's biggest regeneration initiatives. Recent key developments include a £40 million leisure complex that is the largest in South East England and a £30 million investment in the town centre.



## The Challenge: Real-Time Location Tracking for Improved Worker Security, Enhanced Transmission Quality and Increased Spectrum Capacity

Two-way radio had already proved its value at Basildon where a trunked Motorola analogue solution was being used by the council's refuse and recycling teams to coordinate collection rounds and provide an efficient service to residents. Motorola mobile radios and hand portables were used by the 91-strong team of operatives in 38 vehicles to keep in touch with each other and the control room during the weekly refuse and fortnightly recycling collections to streamline operations and ensure no streets were overlooked.

Continued urban development was resulting in poor quality transmission and communication black spots in built-up areas while increasingly heavy radio use had led to channel congestion. The council wanted to improve spectrum capacity and take advantage of GPS technology to maximise worker safety. Basildon also wanted to replace the mobile phones used by civil and environmental enforcement officers working alone, out of hours or in remote areas with a GPS-enabled tool.

## The Solution: MOTOTRBO™ Improves Efficiency and Health & Safety for Waste Collection Teams and Civil and Environmental Enforcement Officers

Basildon commissioned its preferred communications partner and local Motorola Authorised Dealer to analyse its communication needs and recommend a solution that could provide the health & safety benefits of GPS and greater channel capacity without increasing operating or licence costs. The council also wanted a scalable platform with the power and flexibility to add new safety and productivity enhancing features as they became available.

Following an on-site demonstration, Basildon chose Motorola's MOTOTRBO™ Professional Digital two-way radios, integrated with the neoNyro premium GPS tracking application. GPS

### Customer Profile

**Company**  
Basildon District Council

**Technology Partner**  
Motorola Authorised Dealer

**Service Provider**  
Motorola Authorised Dealer

**Industry Name**  
Local Government

**Product Name**

- MOTOTRBO DP3401
- MOTOTRBO DP3601
- MOTOTRBO DM3601
- neoNyro

### Solution Features

- Integrated GPS for tracking real-time worker location incorporating neoNyro
- District-wide coverage with clearer transmission
- Double spectrum capacity without increased licence costs

### Benefits Features

- Enhanced security for workers operating alone
- Faster communications improve efficiency
- Scalable platform to accommodate more users and features
- GPS tracking and emergency alert

“MOTOTRBO™ allows us to provide the safest possible working environment for our mobile workforce and leverage the productivity benefits of digital two-way radio without increasing costs.”

## Stuart Noyce, Manager of Refuse and Recycling, Basildon District Council

### Transforming Communications with Next-Generation Functionality

Basildon District Council has upgraded from analogue to MOTOTRBO™ digital to give its mobile work force a high-performance GPS-enabled communications platform that extends coverage district-wide, enhances voice clarity and maximizes health & safety. Currently used by refuse and recycling teams and the council's civil and environmental enforcement officers, the MOTOTRBO™ solution gives Basildon the scalability to accommodate more users and add new features to meet its evolving needs.

could provide built-in worker security by enabling each user's precise location to be monitored in real-time. Upgrading to digital would also enhance voice quality, particularly in outer areas of the borough, and eliminate communication black spots in built-up areas. MOTOTRBO's digital technology could provide twice the calling capacity of analogue for the price of one licence, which would eliminate channel congestion without incurring extra cost.

Basildon opted for a three-frequency, six-channel MOTOTRBO system to meet the needs of its waste collectors and replace the mobile phones used by its 16 civil and environmental enforcement officers with a GPS-enabled solution. MOTOTRBO DM3601 mobile radios were installed in each of the council's 38 refuse and recycling vehicles, with 47 MOTOTRBO DP3401 and DP3601 hand portables used by collection teams and their managers. Most users broadcast messages to all colleagues, while managers and team leaders can speak on a one-to-one basis to contacts on their caller lists and also have the facility to scan traffic and monitor usage across all channels.

Basildon's civil enforcement officers control traffic flow and parking and carry out safer neighbourhood initiatives such as stopping and reporting anti-social behaviour. The council's environmental enforcement teams have a range of responsibilities including occupational health & safety, housing and public health. Both teams spend a large proportion of their time operating alone or after dark and may have to visit unpleasant and potentially dangerous places. The neoNyto GPS tracking application gives controllers the precise whereabouts of each on-duty officer at all times. It is also used in conjunction with MOTOTRBO's emergency button that lets officers alert colleagues and the control room instantly if they need urgent assistance. GPS pinpoints the officer's exact location, which allows nearby emergency services teams to reach them more quickly.

### The Benefits: Basildon Builds Scalable Digital Foundation with Predictable Monthly Overheads

MOTOTRBO has given Basildon District Council a robust communications platform that can be extended to accommodate an increasing number of mobile workers simply by adding new headsets or mobile units. The council plans to make wider use of MOTOTRBO's enhanced functions as its user base expands. MOTOTRBO's powerful, flexible digital platform will allow Basildon to add innovative new safety and productivity-enhancing features from Motorola and its application development partners.

MOTOTRBO™ has already doubled spectrum capacity for Basildon without increasing licence costs. The council could further optimise capacity without the need for new frequencies or additional infrastructure using MOTOTRBO™ Capacity Plus, a digital trunking solution that allows voice and data communications to share the same frequencies.

The council opted to lease the radios and base stations from its Motorola Authorised Dealer to eliminate the need for up-front investment and start benefiting immediately from the new radios at a fixed monthly cost. The reseller's expertise in digital two-way radio and same-day replacement service for faulty units gives Basildon an end-to-end managed solution without the need to retain in-house expertise.

For more information please contact your local Motorola Authorised Dealer or Distributor



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