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FEATURE CASE STUDY

DIMETRA TEAM
MANAGEMENT

- TRANSIT MARKET



STAY IN TOUCH FOR IMPROVED COMMUNICATIONS

Running an airport, train or bus service requires timely coordination of multiple tasks to ensure passenger satisfaction and safety. A critical tool to support these operations is its radio communication system.

STAY IN TOUCH FOR IMPROVED FLEXIBILITY

Communications and operations within the transit market are fundamentally different from many other markets. For example, a dispatcher controlling multiple buses will refer to the bus as its route number rather than by its physical radio or user identity.

Transit organisations need to be flexible, to be able to alter their operations due to changing customer needs and vehicle issues such as traffic and weather conditions. This flexibility must be reflected in their communications system, particularly the ability to add and remove bus radio's from dispatcher communications.

This activity needs to be quick and efficient, returning the radio terminals to the office for reprogramming is unacceptable cumbersome. Dimetra Team Management becomes essential to ensure no radio needs to be returned; new team provisioning is simply invoked remotely and over the air.

STAY IN TOUCH FOR IMPROVED SAFETY AND EFFICIENCY

Any well-designed network supports routine operations... but what happens when urgent situations (medical emergency or faulty tracks) require a coordinated response from multiple teams?

This is when the Dimetra Team Management is an invaluable asset, helping teams to share intelligence and information.

CUSTOMERS

Singapore Mass Rapid Transport (SMRT) operates with a Train Running Number (TRN) scheme, whereby the train number is dynamic. For example TRN 012 leaves daily at 16.02, but TRN 012 on any one day is not always the same physical train. This process is similar to the airline industry where flight numbers to and from cities are always the same, but planes will be interchangeable.

With SMRT the train driver enters the running number for the journey into the radio terminal. This number is transmitted to the system, where it takes the identity of the radio terminal and dynamically allocates it into the assigned communications group for that train running number service.

The Dispatcher when wishing to communicate, simply selects the train that they wish to call from the screen, which is now based on its new alias, in this case TRN 012.



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SOLUTION

Dimetra benefits from Motorola's 30 years experience in developing inter organisation communications.

Dimetra Team Management continues this ability to assign dynamic task numbers to the radios of buses/trains, or patch users together on a temporary bases through the TETRA feature Dynamically Group Number Assignment (DGNA).

Over the Air Regrouping – alias management

In the transit market the driver enters the running or route number for the journey to the radio terminal and over the air regrouping allows the radio to be automatically reprogrammed. Associated applications then ensure movement to the relevant communications group.

This allows dispatchers to communicate with the vehicle via its route alias rather than the physical radio identity.

Over the Air Regrouping – team management

In critical situations Dimetra IP supports the combining of individual users from different teams into new co-operative groups. An authorised dispatcher simply defines the new group or activates the predefined group and sends them over the air to the radio terminals.

Super Groups

Dispatchers can also select different teams to include in a new super group. Any voice communications will then be automatically transmitted to all members of this super group.

Broadcast Message

When it's important to communicate a quick message to multiple teams. Then Dimetra IP makes this easy by allowing the dispatcher to simultaneously transmit to all members of the super group.

Once the message has been communicated, the users defaults back to their normal state.

ADDITIONAL FEATURES

Automated

Incident or traffic induced communication activity can be pre-planned and controlled. Storm plans are created in advance to anticipate future communication needs, allowing supervisors to manager the event rather than managing the communications.

Channel Efficiency

Members of the new super group are called using just one channel per site. Optimising the resource available ensures that the maximum number of users have communication access in times of crisis.

Call Efficiency

Press the communications button and talk, as access to colleagues or supervisors is "instant" at 300ms.

Simple to use

A radio will remember the communication settings it held before team management reorganisation, reverting back once the dispatcher sends a "cancel" command.



BENEFITS

Dimetra Team Management ensures safe and flexible communications:

- 100% TETRA compliant
- Frequency efficient
- Supported from anywhere to anywhere across the network
- Fully automated for fast responses
- Fast call set up

Teams are better able to...

- Communicate based on operational needs rather than radio identities
- React quickly as a coordinated team
- Empower employees with the intelligence needed to make faster, better decisions