



Security and Communication  
Case Study Commend UK



# Cambridge Guided Busway

Cambridgeshire County Council, UK





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Photos: Commend UK / The Busway

## Project Details

### Customer

Cambridgeshire County Council, UK

### Project Type

Multiple Help Points that will offer passengers direct access to operator assistance along routes between Huntingdon, St Ives and Cambridge.

### Technical Data

24 Series 700 Help Points

2-Wire DSP-Intercom Station Series EE 811A

### The Benefit

Automatic activation of connected CCTV cameras

System has helped to manage incidents

To date, no acts of vandalism on any of the Busway Help Points

Multitude of functions

Simple call forwarding, message management and setting of reminders and alarms

Excellent 16 kHz speech quality allows clear communication even from a distance to the station

## The Challenge

Commend UK, a leading Integrated Intercom solutions provider, has been chosen by Cambridgeshire Country Council to provide multiple Help Points that will offer passengers direct access to operator assistance along the busway routes between Huntingdon, St Ives and Cambridge.

The routes require Help Points for passengers to be able to report any emergencies and incidents, and act as a deterrent for anti social behaviour.

## The Outcome

Commend UK **Series 700 Help Points** have been installed at 24 locations along the busway routes and were chosen for their **robust** and **durable** metal design which is **ideal for outdoor, public spaces**.

## The Solution

Each Help Point is connected to a CCTV camera that is activated when the Help Point button is pressed. The CCTV cameras are monitored by one of the three control centres, so that the operators can 'see' who is calling for help and give support, assistance and protection to the passengers as required. This system has helped to manage incidents and another attributed benefit is that to date there have been no acts of vandalism on any of the busway Help Points.

Within the control room itself, the **Commend UK 2-Wire DSP-Intercom Stations'** ergonomic and uncomplicated design is convenient and





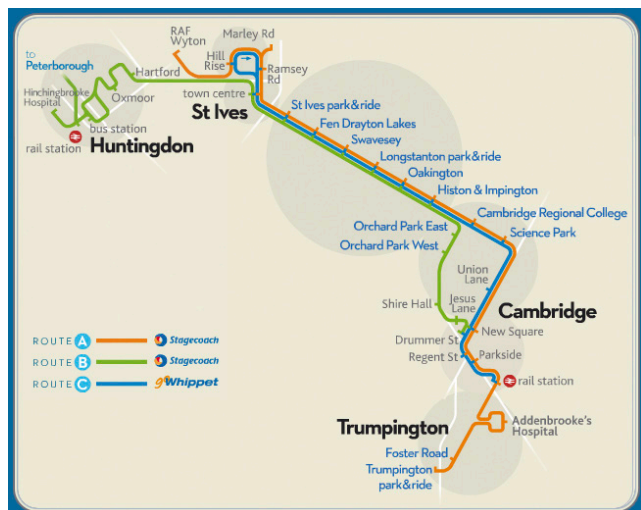
## Short Profile of the Busway

comfortable for operators to use. A **multitude of functions** allows for simple call forwarding, message management and the setting of reminders and alarms. As with the Help Point, the **excellent 16kHz speech quality** allows clear communication even from a distance of up to seven metres.

For periods when only one operator is working at a control room, handsets can be used for instant communication between the three control rooms and even for operators to connect to another control station, should they need to hear what is happening.

**The busway provides frequent bus services between Huntingdon, St Ives and Cambridge,** and has been so successful that passenger numbers have reached four million since its launch in August 2011 – exceeding all expectations. This success is expected to continue as new stops are introduced and as the city grows by over 5000 new homes.

### The Busway - Routes







# Security and Communication for Railways, Buses and Cable Cars

Products and Integration for a true end-to-end solution.



“ We chose the Commend equipment because it is of the highest quality. Since they were installed, the systems have worked without fault and we will most certainly be coming back to Commend UK when the time comes to up grade our technology to meet the increased demands for our services. The Commend Help Points have been worth every penny and more. The impact has been positive; it has stabilised a well-used and popular bus route and given customers a helpful end-user experience.



Shaun Harrison-Fuller  
Guided Busway Team Leader - Cambridge

## Real life makes for the best stories

How do Commend solutions cope with the tough real-life communication and security challenges at locations all over the world? Real-life answers to this question are provided by the many case studies on customer projects. - [www.commend.com](http://www.commend.com)

Your local Commend contact person will be happy to answer any further questions regarding individual solutions.

## Secure communication systems by Commend

Can you imagine a system that millions of people rely on every day, where every word counts? This is the world of Commend! Secure, reliable communication is our passion.

As global market leader with over 40 years' experience in developing voice technology, we have integrated video and interfaces to third-party equipment that complies with international norms and standards. Commend is the natural choice for hands-free voice communication systems all over the world.

## Other Projects

Brunel University, UK

Vienna International Airport, Austria

Northumbrian Water Group, UK

## A strong worldwide network.

COMMEND is represented the world over by local Commend partners, ensuring enhanced security and communication with tailored Intercom solutions.

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