



Integrating emergency dispatch capabilities in Spain

Interoperability solutions bridge Barcelona with Catalonia's 112 system

The autonomous region of Catalonia in northeastern Spain boasts a picturesque and varied landscape, with charming older villages, the Pyrenees mountains, iconic architecture and the Mediterranean Sea coastal region, including the vibrant capital city of Barcelona.

Catalonia is home to more than 7.7 million people, of which approximately 3.2 million live in the Barcelona metro area and 1.6 million in the city of Barcelona itself. Residents of Barcelona are protected and served by the Barcelona City Council and its police and fire services.

The local police and fire use the multi-agency Mycelium Dispatch Emergency System, built on Hexagon's computer-aided dispatch (CAD) technology. To increase coordination and service quality while reducing response times, the agencies chose Hexagon's interoperability solutions to integrate Barcelona's CAD system with Catalonia's regional emergency 112 CAD system.

Joining two mission-critical systems

Before the two systems were joined, Barcelona residents had separate emergency numbers for police and fire, and had the option to dial 112. But when Barcelona residents dialed 112 in an emergency, regional 112 call-takers had to transfer the calls to either the city police or fire departments. This increased the time residents had to wait for emergency assistance.

To join the systems, the emergency services utilized Hexagon's Xalt | Integration solution, designed to integrate mission-critical systems. The combined system handles more than 1,500 daily incidents through a constant, real-time exchange of approximately 25,000 messages a day with Catalonia's emergency 112 service. The integrated systems allow callers to dial 112 for all their police and fire emergency service needs, without the requirement of separate phone numbers or the frustration of being transferred during an emergency, improving response times and the quality of service to the region.

In a joint statement, Barcelona's police and fire brigades said, "The integration of our command and control systems means a massive improvement in the quality of assistance we can provide. Residents and visitors of Barcelona can expect more agile emergency response and immediate coordination between services. With the Hexagon system, our police and fire brigade dispatchers have access to real-time information about the emergency forces and resources deployed and whether they have completed their respective involvement in the incident."

How it works

A Barcelona resident dials 112 to report an emergency. If the mobilization of city police or fire services is required, the 112 dispatch system sends the information to Barcelona's Mycelium Dispatch Emergency System in real time and is managed by local police or fire dispatchers. While the incident is open, real-time information about the incident is exchanged or additional information is provided, and at the same time information about the status of the incident is shared with the other agencies involved in the emergency.

The integration of the two CAD systems conveys benefits to everyone involved. Most importantly, for Barcelona residents, it enables easier and faster emergency assistance. For Barcelona City Council, a longtime Hexagon customer, it ensures improved services for its residents at reduced costs. And the police and fire departments are now able to coordinate responses more easily, share and receive information with all agencies involved in an incident and reduce the workload for their dispatchers.



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