

French Customs casts its net nationwide

Despite its name, French Customs is not restricted to working on the borders of the country, and in fact some operations take officers a considerable distance inland.

The problem this used to cause was the limited functionality of their communications – they could

either use group communication over a limited range, using a DMR system, or over a long distance but talking with a limited number of people, using a commercial network.

Thankfully, these gaps are now a thing of the past since the organization decided to keep pace with other Public Safety groups and join the Tetrapol based national INPT network.

Keeping track

With customs vehicles equipped with Tetrapol radios, the service now has secure communication as well as regional and national coverage. All vehicles' positions and availabilities are now tracked on the same map, making it easy to assign them to field operations.

With the Tetrapol solution, the operational state of a vehicle - available, on mission, at an incident - is sent to the control center with one key, while its location is sent automatically at programmed intervals. This removes the need to use the audio channel for status and location reports, leaving it free for more vital communications.

It also simplifies the tasks of the control center coordinator. With all the vehicles involved in a mission shown on a single map, the operator can see how effective the operation is and can call on other vehicles for reinforcements, even supervising a pursuit from the other end of the country.

Help at the press of a button

As well as the new services provided by the network, the security of customs agents has improved thanks to convenient emergency communications. By simply pressing the emergency key of the Tetrapol radio, the agent can be immediately in contact with colleagues or the operations center.

Better group communication allows customs agents to work more easily with the public safety or healthcare forces, as they are now all on the same national radio network.

Following a year-long trial, six customs areas are being equipped to use INPT. Several hundred Tetrapol devices, mobile equipment in vehicles, mobile repeaters and fixed radio stations will be deployed and added to the INPT radio network.



In this photograph taken on July 27, 2017, French Customs officials search vehicles returning from Andorra as they cross the border between Andorra and France near the town of El Pas de La Casa.