



TRANSPORT AND INFRASTRUCTURE / TUNNEL

Road tunnel in Henndorf / Case Study



13,000 vehicles a day

2,150 m tunnel length

22 emergency call stations

1 Tunnel Emergency Call System by Commend

SIMPLICITY meets POWER



SECURITY AND COMMUNICATION

TUNNEL IN HENNDORF AM WALLERSEE – AUSTRIA

Help at the push of a button



Logo(s): STRABAG, Municipality of Henndorf am Wallersee



Project Details

Customer

Tunnel Project for Community of Henndorf am Wallersee, Salzburg, Austria

Project Type

Tunnel emergency call system, including emergency call stations, direct call stations and Public Address loudspeaker system by Commend

Technical Data

3 x Intercom Server GE 700 (networked via LAN)

1 x Digital Control Station system EE 880

22 x Emergency Call Stations Y100019

22 x Input/Output Units ET 8E8A

16 x 100V amplifiers

48 x loudspeakers with consoles

3 x Wallmount Stations EE 320A

3 x Wallmount Stations EE 380A with LED-Direct Dialling Module EM 302S and Handset EM 808

Interface Cards G7-S0 and G7-AUD

Integration of public address system, mobile radio and ISDN

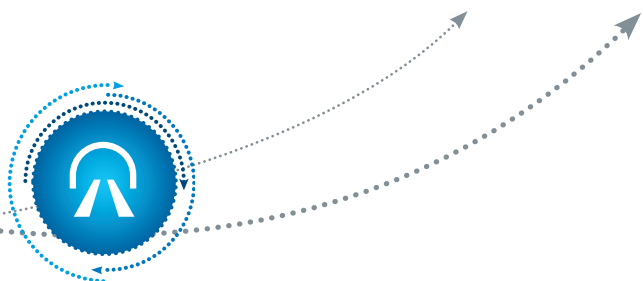
The Challenge

In order to reduce the traffic volume in the town centre of Henndorf near Salzburg by 75 per cent, a bypass road and tunnel were constructed as part of a large-scale building project on behalf of the Salzburg regional government. Commend was awarded the contract for a comprehensive tunnel emergency Intercom system. Planning and installation of the solution was begun in February 2009. Only a few months later, at the end of July, the project had its official opening ceremony.

The main requirement for the Emergency Intercom solution was to provide highly reliable, round-the-clock emergency call connections for people needing assistance. The system had to ensure supreme speech quality and audibility despite the extremely high noise levels in the tunnel. When receiving a call from an emergency call station, security staff at the Control Desk must be able to take instant security measures, including closing off the tunnel via remote control. Loudspeakers and 100V line amplifiers were installed to enable high-volume voice announcements in case of an emergency.

The requirements for the implementation of the solution were very demanding throughout and required all devices installed in the tunnel to comply with prescribed project directives (RVS 09.02.22) and material norms (1.4571). Additional challenges included the integration of an a Public Address (PA) system, mobile radio for emergency services, and ISDN telephone interfaces.

As part of further extensions of the Commend system in 2011, the tunnel's Control Desk in Henndorf was linked via a LAN network to the provincial operations headquarters in Bruck an der Glocknerstrasse. This facilitated the introduction of system redundancies to further enhance system security and reliability and to enable fast, efficient task coordination between multiple sites whenever necessary.





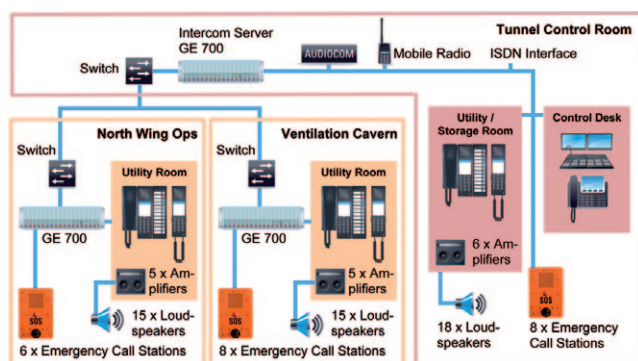
The Solution

The core elements of the Emergency Intercom solution are three Intercom Servers GE 700 networked via the Tunnel's own LAN network, 22 Emergency Call Stations and a 16-zone Public Address system. The servers are installed at the North Wing Operations Centre, the Ventilation Cavern and at the Tunnel Control Room (South Wing Operations Centre). In case of incidents like fire, vehicle breakdown, traffic jams, etc., the Control Room operator has the ability to play pre-recorded information and reassurance messages over any combination of the 16 PA zones.

The ET 8E8A Input/Output Unit put the Control Room operators in full control of the many safety and security functions throughout the tunnel. These include monitoring of circuit breakers, emergency call bays, SOS call buttons, fire curtains, emergency exits, ventilation grills, fire extinguishers, and various other equipment.

According to a test conducted by the national automobile association (ÖAMTC), the Commend Emergency Intercom solution contributed significantly to making the Henndorf tunnel one of the safest in Austria.

The Henndorf Tunnel solution at a glance:



Customer Comments

Matthias Erlacher

Project Leader at STRABAG Anlagentechnik GmbH

“In addition to the call stations, the Commend system interfaces the public address system and mobile radio for any rescue service. This provides a huge security benefit for all people in and around the tunnel. The direct ISDN telephone interface to the provincial warning centre is also an essential feature. Furthermore, central control via the user interface is very easy and intuitive, which makes it easy to ensure round-the-clock security throughout the tunnel area. The Commend system has proven to be so successful that we are already working on an extension.

Collaboration with Commend has been exemplary and to our full satisfaction. We can confidently recommend Commend as a reliable partner for communication and security systems.”

Rupert Eder

Mayor of the Henndorf municipality

“The emergency call system that Commend has implemented at our tunnel allows us to provide ultimate security to everyone using this road. Well, there's a reason why the Henndorf Tunnel is one of the safest in Austria.”

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