



CASE STUDY | PARKING

MUNICIPALITY OF REUS

Parking operator controls access to the garage through the type-in of the license plate number.

REUS MOBILITAT I SERVEIS

Reus Mobilitat i Serveis (RMS) is a municipal company that manages public services related to urban mobility in the city of Reus. With a strong focus on innovation and sustainability, RMS oversees municipal car parks, regulated on-street parking, urban transport, and other mobility-related services. Its mission is to make mobility easier for citizens while improving the efficiency of public spaces. Reus is well known for its modernist architecture, dynamic commercial life, and rich historical heritage. Despite the relatively small scale of this project, the city is widely recognized as a benchmark in innovative municipal management and is often used as a reference by other cities.



EVA SOLERNOU

Control Room Manager at Reus Mobilitat

"What really makes the difference for us is the flexibility and control this system gives. It fits seamlessly into our operations and supports our goal of offering a smooth, modern mobility experience. It's exactly the kind of smart infrastructure we want to build on."



CHALLENGE

Reus Mobilitat i Serveis operates a network of ten car parks, all monitored and managed remotely from a Central Control Room. To improve security, RMS planned to keep both vehicle and pedestrian doors closed around the clock in several facilities. This required a pedestrian access control system capable of identifying users without the need to call the control center.

The goal was to ensure 24/7 smooth and secure access, reduce unnecessary calls, and improve the overall user experience. The project initially covered two parking facilities, with plans to expand to additional sites in the future.

SOLUTION

Depending on the entrance characteristics, Reus Mobilitat i Serveis installed either an ID5 indoor intercom station or an OD5 outdoor intercom station.

To ensure accessibility and visibility, the stations automatically switch from announcement mode to keypad mode when someone approaches. Even users unfamiliar with such devices are guided intuitively by the design and the screen's activation.

Through the intercom station, customers simply enter their license plate number on a web form displayed on the screen. A script then verifies whether the vehicle is inside the facility. If confirmed, the pedestrian door opens, and an authorization message is displayed.

For additional support, the call button was configured to connect users directly to the control center if the system does not recognize the license plate.

This solution combines automation with a smart, user-friendly interface to provide intuitive and efficient access. Importantly, RMS already manages license plate recognition data centrally, so the system only facilitates the decision-making process. Commend acts not as an access control provider, but as an enabler of smart infrastructure.

RESULT

Reus Mobilitat i Serveis chose Commend for its comprehensive range of SIP-based solutions and its reputation for long-term, future-proof systems. After visiting the Commend's stand at last year's Smart City Expo, they were particularly impressed by the flexibility of the intercom screens — particularly their ability to display any desired content with full control, as well as their large size, which allows both the text box and the alphanumeric keypad to be shown clearly.

The solution allows the customer to retain complete sovereignty over its data and independently manage access control. Furthermore, the trust built between Leo Blazquez, the *alma mater* behind Reus's smart city initiatives, and Roger Canyelles helped consolidate this collaboration.



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

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