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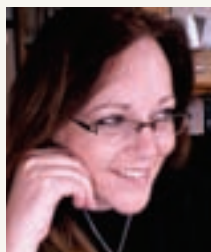


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Dawn Davison-Read

EDITOR'S LETTER

Just as we went to press the UK was bearing the brunt of some of the worst flooding it has seen for many years resulting in what is probably the biggest rescue effort in peacetime Britain. The rapid and co-ordinated multi-agency response bears testament to the importance of collaboration and the requirements of the CCA to be prepared in the event of worst case scenarios. In light of this, our cover story is even more applicable this month, since issues of command, relief of crews, sustained activity and management of the entire response are some of the areas that the command support system can help emergency services manage in the future

as outlined by London Fire. In addition, geographical information systems, also play a major role in prediction analysis, management of resources and identifying areas to ensure the safety of the public (see *page 2 and page 10*). Further articles will also be published on our website. Which brings me to the excellent news that the *bapcojournal.com* site is rapidly being seen as a valuable tool for the international public safety community. Last month alone, we received over 14,000 visitors, (157,519 hits). The site also provides a free e newsletter covering all of the latest news from our industry. To register visit: www.bapcojournal.com.

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adding a dimension for efficiency



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news in brief

shared services offering

IT consultancy, Bluefish, has launched a shared services consultancy for local authorities as part of its new public sector division aimed at supporting councils as they merge different information and communications technology services.

Sungard acquires Aspiren

Earlier this month SunGard announced that it had acquired Aspiren, a leading specialist software provider focused primarily on the public sector.

technology award

Frequentis and IBM Global Business Services have received an award for their outstanding project management performance in the context of the UCMP-project. UCMP (UK Air Defence Ground Environment Capability Maintenance Programme) is a comprehensive defence project for Great Britain's air defence system. It comprises two control and reporting centres, a combined air operations centre, as well as several remote sites, which are linked via a WAN.

vital logistics support

Unisys has been awarded a follow-on contract to enhance visibility in the worldwide military logistics supply chain by the U.S. Department of Defence (DoD). The contract term is one base year and three one-year options, exercisable at the discretion of the government and is to continue operating and maintaining an RFID network, provides valuable logistics support vital to the U.S. military's missions and the federal government's national security objectives in the global war on terror.

disaster conference

A two day conference in September has been organised two universities to look at dealing with disasters.

➔ responding to flooding in Yorkshire

Toward the end of June, South Yorkshire was severely hit by flooding. In order to support emergency planners managing the evacuation of hundreds of people from homes at risk, Ordnance Survey delivered urgently needed support.

The national mapping agency's Mapping for Emergencies team responded to a request from local authorities and other agencies deciding whether to move residents living close to the Ulley dam near Rotherham.

Help was needed so planners could gauge the potential extent of flooding over the surrounding area, dependent on the height of properties above sea level. Parts of Treeton, Catcliffe, Canklow and Whiston were all thought to be at risk, especially given fears over the dam bursting.

Ordnance Survey staff used highly detailed spatial address



Ordnance Survey used LandForm Profile Plus (digital height terrain), spatial address data showing individual buildings (geocoded Postal Address File data) and 1: 50 000 contour information. . . Following the analysis they were able to send a set of spreadsheets of addresses and co-ordinates along with mapping that indicated properties within pre-determined bandings.

and digital height data to identify properties within specific height bands, offering

the planners a sound basis for determining risk and priorities.

Address data and mapping were supplied direct to the planners within three hours of the request, building a useful context for action.

Under the Mapping for Emergencies scheme, Ordnance Survey aims to provide an immediate combination of mapping and expertise in response to emergencies such as floods, fires, contamination leaks, disease outbreaks and in searches for missing people.

Ordnance Survey co-ordinators and volunteers work closely with emergency services and other agencies to ensure the most appropriate data is delivered as quickly as possible.

The scheme has helped with the response to various high-profile events recently, including the access arrangements on the Dorset coast following the Napoli shipwreck.

➔ sharing services across national and local NHS applications

IT provider Camden & Islington ICT Shared Services has deployed an internet protocol virtual private network (IPVPN) from ntl:Telewest Business' to connect 14 sites across North London. The contract will enable its employees to access all national and local NHS applications from both remote and home offices.

"Since we started working with ntl:Telewest Business three years ago, the company has helped us to better engage with our stakeholders and improve our communications services. Adding the IPVPN will further aid our efforts to excel in the NHS Connecting for Health programme. It will significantly improve the speed of access and levels of connectivity for staff who would normally only

have a dial-up connection to the Trust's resources," said Steve Guise, Senior Technical Project Manager, Camden & Islington ICT Shared Services.

Christopher Small, Director for Public Sector, ntl:Telewest Business, commented, "Since launching NHS Connecting for Health in 2005, one of the Government's key aims has been to enable healthcare professionals nationwide to access patient information safely and securely. In our partnership with Camden & Islington ICT Shared Services, ntl:Telewest Business hopes that it will facilitate staff with the technology needed to work more efficiently and help ensure that patients are receiving a high-level of healthcare, wherever they are in the area."

➔ success for EU FloodCommand project

The first pan-European conference to plan and organise a joint response to coastal flooding throughout Europe, which was held in May, was judged a major success by the invited delegates. The conference was organised by VectorCommand as part of its project management and technology development grant from the European Union.

150 delegates from emergency management organisations and agencies from 23 countries attended the conference EU FloodCommand comprises a series of conferences, workshops, exercises and technology development aimed at improving the efficiency of pan-European coastal flooding cooperation using maritime Search and Rescue resources.

➤ supporting the 10 year mobile data development plan of UK Police

Following an extended trial on the Airwave network with selected UK Police users, since November 2005, Infomatrix Limited has been awarded a contract with Airwave for the supply of its mobile data optimisation software product, [i]-SqZ.

[i]-SqZ improves the performance of information-based solutions over TETRA data links by up to 20 times, depending on the type of application and content. In the case of web service applications, the volume of data sent can be reduced to as little as 5% of the original, without any loss of information content. This results in very fast responses to database enquiries over TETRA.

The software has been implemented in the Airwave network to enable much faster information service interaction, to reduce data channel loading on the network, and to enable a range of new applications bringing together the potential for location, images and messaging.

In a press statement, Simon Jones, Mobile Applications Business Stream Manager for Airwave commented, "Infomatrix [i]-SqZ has enabled Airwave TETRA data transactions at speeds that compare very favourably with GPRS. Police users are now able to access operational information on their in-vehicle mobile data terminals and

TETRA PDA's with a speed and convenience that will significantly reduce the volume of voice radio calls into control room operators. This can potentially increase, by up one hour per officer per day, the time spent out of the police station, on front-line policing activities, and away from time-consuming paperwork."

Discussing the announcement of the contract award, Peter Radley, Chairman, Infomatrix Ltd, explained, "Our long relationship supporting Airwave in achieving its objectives for UK public safety mobile data solutions, is resulting in a world-leading partnership in the field of professional information mobility."

➤ Motorola increases service and support for mission critical communications

Motorola, Inc. has confirmed the expansion of its comprehensive Services portfolio with new value added services and enhanced support capabilities designed to serve critical communications networks for both public safety and commercial TETRA networks.

Motorola's Services portfolio provides organisations with a well-managed, cost-efficient network, as well as the

experience to mitigate the risk associated with the introduction of new technologies such as IP-based TETRA and TETRA2.

"Public safety organisations need world-class critical communications, whilst optimising the total cost of ownership of operating and managing such complex systems. In the commercial world, companies also want robust and secure communications without

incurring capital expenditure or having to invest in additional headcount," said Eric Pradier, vice president Network Services, Europe, Middle East, Africa (EMEA) and Latin America Caribbean, (LAC), Motorola Networks & Enterprise.

Motorola Services is offering value added services to deliver tailored solutions that meet each customer's specific requirement to ensure total network care and performance.

➤ communicating with the public under the CCA 2004 - informal guidance published

The UK Resilience Site has published two new guides designed to assist local resilience forums to take forward the statutory requirement placed on Category 1 Responders to advise the public of the risk of an emergency occurring, and to warn and inform the public in the event of an emergency.

Under the section: Informal guidance for implementing the Communicating with the Public Duty under the Civil Contingencies Act 2004.

These informal guidance notes – the 'Ten Step Cycle' and 'Lead Responders Guide' – have been created by practitioners from the National Steering Committee for Warning &

Informing the Public (NSCWIP) in conjunction with Practitioners' Good Practice Group led by the Civil Contingencies Secretariat (CCS) and are part of the work CCS is doing to support local responders in their implementation of the newer aspects of the Act.

Visit: www.ukresilience.info

➤ Genesis announces UK distributor

Phil Burks, President of The Genesis Group, has announced the appointment of TAG Management Limited, Richmond, United Kingdom, as the exclusive distributor of Genesis Trunking Management and Performance Software Tools to the UK market.

"TAG will act as our importer, installation, training and support portal for all Genesis customers in the UK" said Burks. "We have built a relationship with TAG during our visits to the UK and we put complete faith and trust in the time that we have spent with TAG that they will uphold the Genesis brand and customer relationships that we value so highly" Burks continued.

TAG Management Ltd (TAG) has been established to provide independent expertise, resources and applications to support users of the Airwave network in the UK.

"With the expansion of the emergency services user base involving police, fire and ambulance, capacity and coverage issues will become more acute and TAG provides the independent test and assurance for all end users" says Mike Head, Managing Director of TAG. "Looking to the future with the 2012 Olympics being held in London and other cities around the UK, performance of the Airwave network will play a major role in the security of these events."

"The introduction of the Genesis suite of software enables TAG to offer 24-hour real-time monitoring of the Airwave network and provide timely alerts in the event of a fault being recorded. This is a significant advance in officer safety for all members of the emergency services who use Airwave."

news in brief

certified mapping

Digital mapping and geographic information systems (GIS) software developer Cadcorp has become one of the first companies in the GIS industry to be awarded both ISO/IEC 27001:2005 and ISO 9001:2000 certification.

new fire adviser

Sir Ken Knight, Commissioner of the London Fire and Emergency Planning Authority, has been appointed as the Government's new Chief Fire and Rescue Adviser. He is due to take up his post this summer.

mapping conference

Senior representatives and leaders from mapping and cadastral organisations across the world are set to meet in Cambridge later this month. The Cambridge Conference, hosted by Britain's Ordnance Survey, is a unique occasion, giving top experts the chance to discuss mapping and land management issues of global importance. Held every four years, it includes exhibitions, speeches, debates and presentations.

Hungary's TETRA network

The roll-out of Hungary's nationwide TETRA network has been finalised. It was carried out in record time without any obstacles and within the frame of the most considerable public procurement process of the past ten years in Hungary. The EADS TETRA system brings a number of benefits, including a unified country wide network, easy cross-agency communication enabling effective command and control, local police stations on 24/7 duty via the dispatcher system throughout the country.

automated call centre

New Forest District Council has embarked on a project to enhance its existing call centre operation by the addition of a fully automated self service speech solution.

➔ Sungard Vivista receives additional five year contract award with county council

SunGard has been providing Gloucestershire County Council (GCC) with an extensive IT Facilities Management service since 2002 and was recently awarded a further 5 year contract following a comprehensive competitive procurement.

SunGard's GCC operation, supporting some 5,000 workstations and some 150+ networked sites across the County, is underpinned by SunGard's local service delivery offices in Gloucester.

SunGard's proposal built upon the strong service foundations put in place with the Council over the last 5 years. Furthermore, SunGard recognised the procurement as an opportunity to deliver extensive service and technical innovations through a transformation programme. As the established service provider, SunGard was able to commit to the delivery of the transformation programme at the earliest opportunity and with minimal risk.

In a particularly innovative development, the new contract will see the Council's ICT team co-located within SunGard's Gloucester offices, adjacent to the Council's Shire Hall. This is viewed as a valuable opportunity to form a pioneering delivery unit that will jointly manage the Council's ICT operations and programmes. The two organisations will work together to achieve high performance against national benchmarks such as those set by CPA and SOCITM.

➔ developing next generation solutions for UK police

Autonomy Corporation plc has announced that it has been chosen as the preferred supplier of meaning-based technologies in the investigative and intelligence sector in the UK by Unisys.

Autonomy has already collaborated with Unisys with great success to enhance the capabilities of the Home Office Large Major Enquiry System (HOLMES). HOLMES has been crucial in many recent high-profile operations such as the Soham murder enquiry, the 7/7 bombing investigations and Tsunami responses, and is proposed to be used to provide security for the 2012 Olympics. Under the terms of their new arrangement, Autonomy and Unisys will create a joint sales task-force, combining Autonomy's world-leading software with Unisys's specialist integration competencies for

the UK investigative and intelligence sector.

Autonomy and Unisys are currently working together to provide more forces with the full range of Autonomy's advanced data retrieval and processing functionality, including conceptual retrieval, dynamic hyperlinking, automatic categorization and the Autonomy data warehouse, through the HOLMES system. Autonomy and Unisys are also looking to the future and are working together to enhance HOLMES 2 to deal with a wider range of enquiries which could include fraud, road traffic accident investigation, serial and serious crimes, as well as the capabilities to deal with multimedia such as images and CCTV footage.

"We have worked with Autonomy on HOLMES for the last 10 years, and our

relationship has been a great success to date," commented Forbes Gallagher, Client Director for HOLMES of Unisys. "By entering into this new agreement we will offer more forces the potential to take full advantage of Autonomy's functionality by switching on the latent capabilities of the IDOL sever in HOLMES, as well as looking to the future and finding new ways we can work together."

Dr Mike Lynch, CEO and founder of Autonomy, added "Unisys is one of our key integrators and the continued evolution of the HOLMES system using Autonomy has been integral to our success in this sector. I look forward to moving this partnership forward by investing in our joint skill base and providing a greater range of Autonomy's capabilities to UK Police forces."

➔ evolution of critical communications guide launched

Motorola has produced a straight-talking guide, 'Evolution of Critical Communications,' which gives a practical overview of the trends in Critical Communications networks, in both public safety and commercial environments. Packed with case

studies, it looks at how organisations, public safety and commercial, are currently using TETRA and what their plans are for the future.



Reliable and secure communications



The unfortunate events in London on 7th July 2005 demonstrated the importance of effective communications in responding to and managing major incidents and the increasing role that mobile messaging plays in emergency and business continuity plans.

Public sector organisations responding to the 7th July terrorist attacks in London swiftly discovered that no single technology should be relied on for communicating after a disaster – landlines can be damaged, and mobile networks overloaded.

PageOne services played a part in the operational communications of many organisations directly involved in responding to these events.

Despite record traffic levels across both its paging and SMS networks, all PageOne services remained fully operational throughout the period with nearly a quarter of a million messages distributed.

PageOne Connect users include the North East London Strategic Health Authority, responsible for seven Primary Care Trusts, five Acute Hospital Trusts and Health Emergency Planning Advisors.

Senior Manager for Emergency Preparedness Chris Drew said: "The system was effective on 7th July at a time when both cellular and land-line phones were unavailable.

"We were also able to use the system to cascade short 'headline' briefings to organisations throughout the day. In all, a very effective and useful system."

With 20 years of service to the public sector, PageOne products have been awarded supplier status for every national contract awarded by the public sector in the last 10 years.

This has culminated in the Office of Government Commerce selecting PageOne as an approved national provider of paging and SMS messaging services under the national Government Telephony Mobile Contract.

Existing clients from the emergency services, the NHS and the MOD testify to PageOne's experience in providing a secure and reliable system for keeping in touch.

While events demonstrated the growing role and acceptance of text messaging for critical messaging, it also reinforced the role paging still has to play in communicating vital information quickly.

Paging's inherent broadcast capability, and protection from public peak traffic loads during such emergencies, ensures that even though the paging network experienced record traffic levels on 7/7, messaging was well within capacity, and the delivery of critical messages in a timely manner was unaffected.

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command support system for London Fire Brigade



London Fire Brigade has selected VectorCommand's Command Support System as its next generation incident command system. The BAPCO Journal speaks to Dr Mike Griffin, Technical Director, VectorCommand about the role this system plays for incident commanders, particularly in light of the recent flooding and terrorist activity in the UK...

Radical alterations to command and control structures and incident command solutions have been under review following the terrorist atrocities of 9/11 and 7/7. It has been well documented that the Government is driving initiatives to ensure we are prepared for all levels of emergency, and part of the CCA 2004 underlines how, in the UK, all public safety agencies and emergency responders must be prepared for the unthinkable. Major incidents such as the flooding in South Yorkshire during June highlight the need for the emergency services to be able to communicate quickly, deploy resources efficiently and manage incidents effectively. One area, in particular, that has seen a detailed review are the command support structures of London's Fire and Emergency Planning Authority.

After an open international tender, London Fire Brigade selected VectorCommand's Command Support System as the integrated technology solution for its next generation of eight high-tech incident command vehicles. The London Fire and Emergency Planning Authority chose Command Support System to provide an

integrated suite of advanced communication, imagery, database and display technologies to provide a common operational picture to all levels of major incident command, from commanders on the fireground to senior officers at command headquarters.

The deal, part of London Fire Brigade's Command Support Project, will mean London will be fielding the most advanced suite of command and control technologies in the fire services worldwide. In addition to using the most up-to-date versions of mobile Wi-Fi, imagery and display technologies, Command Support System will also provide commanders with integrated access to key London Fire Brigade databases such as the mobilising and personnel management systems.

➔ developing the advanced specification

A dedicated team of senior officers from London Fire Brigade has been involved in developing the command support vehicle project. Having developed an advanced specification, and working with prime contractor and system integrator AssetCo, the team drew up and tested

Cover image supplied
courtesy of London
Fire Brigade





designs for the vehicle's internal layout and the technology suite with which it would be equipped. Strong emphasis was placed on providing sufficient space for collaborative working in a multi-agency environment, both inside the vehicle (using a plasma touch screen) and using a side-mounted, plasma touch screen on the outside of the vehicle. Tablet PCs, WiFi and other technologies will also be used to distribute essential command information to headquarters, incident, operations and sector commanders through mapping, graphics, live imagery and organisational charts.

London Fire Brigade Deputy Commissioner Roy Bishop said, "During the last two years we have been identifying our specific command requirements and we are now looking forward to working with VectorCommand to tailor their existing products to meet the needs of a modern fire and rescue service. This is an opportunity to provide even greater support to our front line staff and principal officers managing incidents across London".

Eight command support vehicles are expected to be introduced in summer 2007, with the complete integration of the Command Support System within the vehicles scheduled for early 2008. A large number of other fire and rescue services throughout the UK and abroad have also expressed interest in Command

Support System as the command and control solution for their next generation of incident command vehicles and systems.

In addition to the provision of world class operational capability, Command Support System is integrated with VectorCommand's Emergency Command System family of training technology. This will allow incident commanders and their teams to have their operational command skills developed and assessed within a common operating system, the same system that they will be using for managing real incidents. According to Dr Mike Griffin, technical director of VectorCommand, "This holistic approach to combining training and operational command, in which London Fire Brigade has taken a world leading position, is likely to be adopted widely throughout the emergency service world, for the simple reason that it is the most efficient and effective use of both training and operational resources."

➔ operational control of major single and multi-agency incidents

Command Support System provides a quantum leap for operational control of major single and multi-agency incidents, providing commanders at all levels and locations with a common operational picture, a clear, timely, integrated view of all relevant information and

Continued on page 8

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London will be fielding the most advanced suite of command and control technologies in the fire services worldwide. In addition to using the most up-to-date versions of mobile Wi-Fi, imagery and display technologies, Command Support System will also provide commanders with integrated access to key London Fire Brigade databases such as the mobilising and personnel management systems.

resources, supporting incident commanders and improving the quality of their decision-making for major emergency events.

Before an incident command vehicle or vessel has even left its base station, Command Support System's database is receiving key incident information – on personnel and equipment resources available to the incident commander, as well as incident data and other key information - ready for commanders' immediate use on arrival at an incident location. The less time required by a commander to get up to speed, the faster vital decisions can be made to deal most effectively with an incident.

But Command Support System is more than just a resource planning tool. Its combination of advanced technologies allows incident commanders to create instant "mud maps", quick, whiteboard sketches of an incident area, showing key features on which threats, cordons and directions can be drawn and onto which organisational chart assets – people, vehicles and equipment - can be dragged and dropped.

Asset icons also display time-on-station and other essential information, and all this information can also be displayed on large format whiteboards for briefings and analysis. (Such assets can also be dragged and dropped onto any Geographic Information System (GIS) mapping an operator chooses to use within the system).

➔ sharing a common operational picture

All of the visual data can be distributed and displayed – instantly - on sector and incident commanders' fixed and mobile screens, laptops and tablet PCs throughout the incident area and at strategic level command displays back at command headquarters. A common operational



picture is achieved across all command levels and across multi-agencies.

Command Support System also includes advanced features such as streaming of live camera footage (from incident or helicopter cameras), a Timeline (for calculating and planning actions), a Time and Date stamp (for post-event analysis and enquiries) and built-in Help facilities.

Command Support System provides the operational command element within Emergency Command System, drawing on VectorCommand's in-depth understanding of the practical realities and demands of emergency command operations, derived from working with single and multi-agency emergency management organisations throughout the world.

Training and Exercising, Planning and Testing, and Personnel Assessment modules are also available, allowing emergency services and emergency management organisations to train while they command and command while they train – all across a common platform with an easy-to-use interface.

With all their complexities, emergency operations present many challenges. With Command Support System, commanders know they will have access to the most advanced combination of integrated technologies for fast, effective emergency incident management.

Benefits of using Command Support System:

Fast effective situational awareness - On route to an incident, Command Support System's database receives key incident information – on personnel and equipment resources available to the incident commander, as well as incident data and other key information - ready for commanders' immediate use on arrival at an incident location.

Sketch Maps and Organisational Charts/Asset allocation - A unique feature of Command Support System is the sketch maps facility, permitting the drawing of quick, electronic whiteboard sketches of an incident area. Key features can be drawn and organisational chart assets – people, vessels and equipment – dragged, dropped and displayed for widespread dissemination.

Live video streaming - Live camera footage (from vessel, incident or helicopter cameras) can be streamed into Command Support System screens for real-time monitoring of threats and actions.

Organisational charts - Pre-templated or customised Organisation Charts can be created quickly and easily, displaying assets (such as personnel, vessels, equipment) and asset groups. Assets can then be dragged and dropped onto sketch maps and Geographic Information System maps. Changes to organisational assets are displayed dynamically across all screens as changes are made by the incident commander. Time-on-station is shown within asset icons.

Common Operational Picture - Command Support System provides commanders at all levels and locations with a common operational picture, on sector and incident commanders' fixed and mobile screens, laptops and tablet pcs throughout the incident area and at strategic level command displays back at command headquarters.

Full details of the command support system can be found at: www.emergencycommandsystem.com



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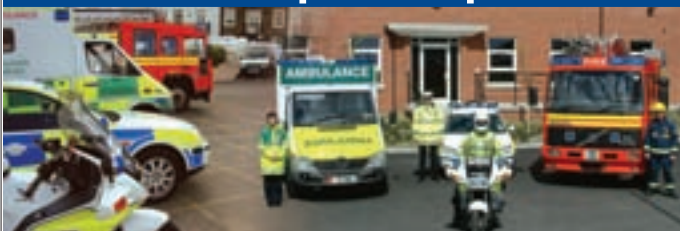


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Radio Communication From Concept to Completion



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- TETRA
- MPT 1327
- Terminal Installation
- First Line Support
- Managed Services
- National Installation Teams



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adding a dimension to improved responses and data sharing



(Above) Digital mapping and geographic information systems (GIS) software developer Cadcorp has announced a new, easy-to-use free application for viewing Pictometry® oblique view imagery within Cadcorp SIS – Spatial Information System. The new Cadcorp SIS Pictometry Viewer, developed by Cadcorp using Pictometry's software development kit is available for use with Cadcorp SIS desktop products, including Map Modeller, Map Editor and Map Manager.

Accurate, consistent geographic information is crucial to the work of the emergency services. With this in mind, The BAPCO Journal takes a closer look at GIS (Geographical Information Systems) and asks how it is likely to evolve in the future with the need for collaboration between public safety agencies...

When an emergency call is made to a command and control centre, ambulance, fire and police teams need to know the exact location of the incident, the location of the most suitable response units and the best way of getting to the incident. Sending attending officers or crews to the wrong site wastes precious time, prolonging a crime or fire and even risking lives.

As explained by Ordnance Survey, giving command and control officers digital mapping tools at their fingertips means that a caller's detailed location can be pinpointed and relayed verbally or via in-vehicle navigation systems. If an emergency vehicle is fitted with GPS technology, command and control centres can track its movements in real time and keep the caller informed of its progress.

Associating collateral information to the geographic data adds a valuable dimension to a force or brigade's data holdings. Particular assets (such as hydrants) of importance to emergency response teams can be recorded against a common geographic dataset. For example, while hospitals are featured on Ordnance Survey's most detailed dataset, OS MasterMap®, it can be useful to integrate further information to identify which establishments have, for example, A&E departments, maternity units and specialist coronary equipment.

➔ spatial information

A further example can be seen with Gloucestershire Police, where the force uses Cadcorp SIS (Spatial Information System) to support its migration to OS MasterMap. The Cadcorp SIS OS MasterMap to NTF Exporter creates copies of OS MasterMap Topography Layer data as NTF to enable viewing by existing or legacy GIS software that does not support OS MasterMap in its native Open Geospatial Consortium Geography Markup Language (GML) encoding. The exporter will enable Gloucestershire Police GIS staff to load translated OS MasterMap Topography Layer data into the force's existing incident management system.

"While we had acknowledged that there are benefits to be gained from moving to OS MasterMap data for our base mapping, our existing incident management system doesn't support GML data", stated Nick Boon, GIS manager, Gloucestershire Police. He added, "We needed to find a way of cost-effectively and accurately converting the OS MasterMap Topography Layer data into a suitable format for our existing systems."

The benefits that the force are gaining from the use of Cadcorp SIS are providing existing systems used by control room staff with up-to-date base map data via



support for OS MasterMap change-only updates, and supporting a wide variety of GIS tasks on a daily basis.

➔ aiding the sharing of data

Emergency services are increasingly using geographic data to help join up working practices and improve emergency response. Integrated civil contingency and disaster planning across all emergency services becomes possible when all parties have access to the same data or parallel datasets, as information can be exchanged and associated easily.

➔ managing resources

Integrated geographic data can provide intelligence regarding patterns of crime, fire occurrence and other incidents for reports and periodic analysis, helping to inform resource allocation and strategic planning.

The quickest route to an incident is not necessarily the shortest one. With the intelligence provided by OS MasterMap Integrated Transport Network (ITN) Layer, the most suitable routes to major public sites or high risk locations can be identified in advance, taking into consideration road restrictions and known congestion areas. The ITN Layer Road Routing Information (RRI) theme now contains weight and width restrictions. The data will help emergency services to deploy the most appropriate available resource to an incident as quickly as possible by avoiding unsuitable routes.

As well as responding quickly, emergency services need to identify incidents with pinpoint accuracy. OS MasterMap Address Layer 2 builds on the success of Ordnance Survey's current addressing products by offering significant enhancements. With the inclusion of objects without a postal address (OWPAs) such as community halls, churches and utility works, and multi-occupancies, that is to say properties their own postal address (MOWPAs) for example, flats and halls of residences, emergency planning and operational logistics become far more efficient.

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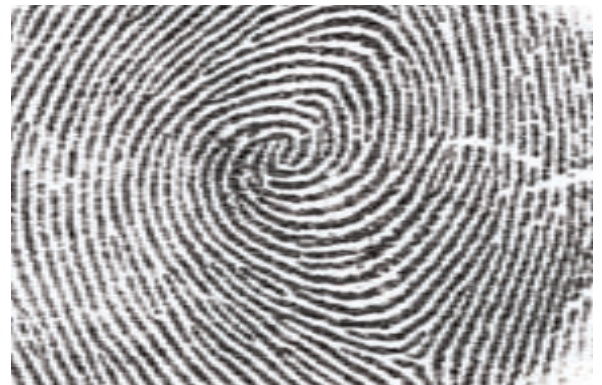
recognising information the future of biometrics

Identification, authentication and authorisation three words which sum up the use of biometric solutions, be they for homeland security, fighting crime or even a measure for identity management. Yet, both physiological and behavioural biometric technologies, such as automated face recognition, iris recognition and fingerprints are set to play an increasingly important role in our future...

intelligence

Each method of gathering identification can link individuals to recorded data thereby empowering the police in fighting crime.

The use of biometric technology is becoming increasingly important in both the areas of fighting crime and identity management. Taking a look first at the physiological biometrics for fighting crime, for instance with fingerprints. Whilst fingerprinting technology has been used within the police force for over 100 years, as pointed out by Dr Fred Preston, UK Director Identification Management & Security Solutions, Motorola, it provides a unique and unambiguous link to an individual. And even though there have been numerous developments in other physiological solutions such as facial and iris recognition systems Dr Preston, however, believes that it is fingerprint technology that is the key to driving biometric technology into the future. Each method of gathering identification can link individuals to recorded data thereby empowering the police in fighting crime.



Historically, identification via fingerprints has mainly been association with intelligence led policing. Dr Preston pointed out, "There is now a growing use of mobile fingerprint technology being used to combat vehicle crime. Some 60% of disqualified drivers don't give their correct name, therefore fingerprints can identify the individual, which is one of the many uses that is generating the growth in mobile biometric technology."

Further more," he said, "One of the advantages of using mobile fingerprint biometric technology is that information is extracted from the scanned fingerprint to form a template (algorithm) reducing the overall file size, meaning that the template can be stored on the device and/or transmitted without the need for high bandwidth. And enables the reassurance for individuals concerned about their fingerprints being maliciously being obtained and used."

Scanning the database of templates typically takes about one to two minutes, or within seconds dependent upon the size and quantity the search is being made from. Dr Preston also believes that within a few years, the technology for gathering fingerprints will have evolved further so that devices don't actually have to be touched and provide both 2d and 3d images helping reduce the element of spoofing. "There are already devices under development that don't require physical touching, which will remove issues with some individuals who do not want to touch items."

Discussing the issue further about the spoofing incidents, Dr Preston confirmed that the technology has further evolved to detect if a hand or finger is live, ie if it has been covered to mimic a different fingerprint.

The use of mobile fingerprinting techniques to capture, scan and identify are certainly a means to aid policing since it provides greater mobility levels to officers on the beat. In fact, when Prime Minister, Gordon Brown addressed the chief police officer conference in June, he suggested technology might help strike a balance between the demands of volume crime and the need to spend time tracking serious offenders, he asked forces and individual officers to put forward their suggestions as to a 'wish list' of technology such as mobile DNA and biometric devices. "We must do everything to give you the resources, especially the new technology you need to fight crime," he said.

border control

An advanced biometrics solution was deployed by Motorola for Cyprus National Police for identity management and criminal application. The solution, included the Motorola Printrak Biometrics Identification System (BIS) for large identity management applications with advanced matching and storage capabilities, palmprint identification, mobile biometrics and automated matching capabilities. Also deployed were 14 LiveScan (in desktop and ruggedised form factors) electronic fingerprinting systems at asylum centres and police stations throughout Cyprus. The solution provided Cyprus with an electronic interface connecting its AFIS to that of EURODAC – the EU's database of fingerprints for identifying asylum-seekers (a requirement of EU membership).

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These systems allow Cyprus to capture the fingerprints and facial images of individuals that have been stopped and found to be without valid visas/identification documents, or those that are claiming asylum. This information is transmitted to Cyprus's central server at its National Law Enforcement headquarters in Nicosia and searched against its database.

Fingerprints of asylum seekers are also forwarded to EURODAC's central database in Luxembourg to verify whether they have already claimed asylum in an EU member country.

Cyprus first installed an Automated Fingerprint Identification System (AFIS) in 2000 for criminal purposes. Supplied by Motorola and implemented by local partner, GCC Computers, the AFIS replaced the manual 'Henry' system used to classify, file and compare fingerprints during criminal investigations.

AFIS automates the process of matching one, or many unknown fingerprints against an electronic database of known prints and results in faster and more efficient criminal investigations. In its first two years of operation, the National Police Force, which has 5000 staff and serves a population of 750,000, doubled the number of cases solved. Today, around 150 crimes are solved each year using the Motorola Printrak BIS.

Cyprus deployed Motorola Mobile AFIS devices for seamless connectivity of mission critical information. Motorola's mobile component is used for immigration and asylum purposes or during routine checks by officers in the field.

Data captured by officers is transmitted via GPRS to the National Police Force's high security, back-end system in Nicosia. Combining a smart card reader, a 500 dpi fingerprint sensor for the capture and instant matching of two-prints (i.e. both thumbs), these handheld biometric devices are a powerful tool for secure document verification at land and sea border crossings. "The LiveScans enable us to capture better quality fingerprints than using ink, while the electronic interface to EURODAC means that we get a much faster response than sending the prints manually. From the moment someone applies for asylum, we can have a response from EURODAC within hours," commented Christos Drakos, IT Manager at the Cyprus National Police.

➔ multi-modal biometrics

With the ever increasing threat of terrorist activity, security levels at border controls are tightening further and biometrics is playing a major role. For instance it was reported at the end of June that the UK, Europe and the US are considering to strengthen border databases by the use of multiple forms of biometrics to identify people. Frank Paul, head of large-scale IT systems at the European Commission's Directorate of Justice, Freedom and Security, speaking at a Homeland Security Conference last month, said, "I don't believe there will ever be a situation where the world agrees to have one biometric technology. But, what we will have is the multi-modal environment."

The aim is to share border intelligence and co-ordinate immigration processes. However, the problem arises in identifying compatible solution for the sharing of data,

who manages the data and access levels. After all, it is a potential mine field just on a national level, on an international scale - is it a reality?

➔ identity management

Without a doubt, biometrics plays a major role in identity management, and not only for border control, but also in authentication in accessing data. With the ever increasing need to share data across multiple agencies, without technologies such as biometrics, users must rely on the confidence of the organisation worked for since the actual individual may not be known personally.

Take a major incident scenario, where multiple agencies are attending, there is a requirement to control users identities for access to data. However, the solution must be totally transparent and not hamper the emergency response, which is why biometrics can play a major role in identity management. The need to collaborate more and at increasingly higher levels of data sharing makes trusted identity even more critical. What's more biometrics provide strong authentication which alleviates the problem of password access.

It is widely acknowledged that passwords can often be very easy to decode, and even more significantly passwords are often shared, therefore the use of biometric technology for authentication access ensures that an individual can't sign on elsewhere if they are already accessing the system. Enline, for instance, has keyboards which have readers built into them for fingerprint recognition, yet the company is not suggesting that it is a panacea, but there are a number of suitable authentication methods that can be utilised dependent upon the environment, however, the use of fingerprint technology reduces the risk of mistaken identity when accessing mission critical data.

Next month we take a closer look at the convergence of physical and logical access and report on the recent pilot undertaken by West Midlands Police.

"The LiveScans enable us to capture better quality fingerprints than using ink, while the electronic interface to EURODAC means that we get a much faster response than sending the prints manually. From the moment someone applies for asylum, we can have a response from EURODAC within hours," commented Christos Drakos, IT Manager at the Cyprus National Police.



digital forensics intelligence hits evidence

Andy Gill,

*Managing Director of
Radio Tactics Limited*



Bemused onlookers watching the accused walk free from court, immigrants being detained on suspicion of terrorism, even a government being held to account for the most unpopular military decision in decades - never has there been such a demand on reliable evidence and, more often than not, it is the police that is the scapegoat if it all goes wrong.

There used to be a time when intelligence was separate from evidence. By definition intelligence is the capacity to acquire and apply knowledge, while evidence refers to oral statements and material objects helpful in forming a conclusion or judgment.

Blurring of this distinction can be seen when the Attorney General, Lord Goldsmith recently opposed the General Medical Council's right to punish an expert witness found to be giving false evidence. Professor Sir Roy Meadow, the pediatrician who was struck off after giving flawed evidence at Sally Clark's 1999 trial for the murder of her sons, has since been reinstated, but it leaves the question was his testimony false evidence or bad intelligence?

While the courts try and make sense of the issue, law enforcement agencies have been under a great deal of pressure over the past few years to gather and present in court hard, substantiated evidence that will lead to a conviction. Collection methods are becoming increasingly sophisticated requiring greater technical expertise, but indisputable evidence is being produced and there is a general feeling of satisfaction at improvements in this area.

However, with the public becoming increasingly savvy about the importance of evidence in high profile cases, especially those that are complex and where forensic evidence is vital, such as that of Damilola Taylor, some industry experts are concerned that any complacency will lead to the police fending off more accusations in the near future.

Andy Gill, Managing Director of Radio Tactics Limited, one of the UK's leading companies in digital forensic technologies, can foresee potential problems. "If we take the example of mobile phone analysis, there have been astonishing developments in technology that allow law enforcement agencies to collect data from both SIM cards and handsets under forensically sound conditions. The police are now able to carry out examinations themselves to high evidential standards, thus keeping full control of their intelligence, which is potentially evidence in court, and also speeding up the investigation as they will not be waiting for an outsourced examination to be returned to them. But there does seem to be a 'honeymoon' of confidence in this area of forensics."

"One of the problems is that the companies that used to do forensics outsourcing are now looking for an alternative



way of earning money using their knowledge and their next logical step is to cross over and work for defense counsels. We will now see lawyers in court who have extensive knowledge on the subject and have technical expertise behind them, giving them more ability to question the accuracy and credibility of data collection methods. The evidence is no longer in question, but the process."

"Couple that with the increasing functionality of modern technology, (new SMART phones are practically 'pocket computers') and the speed at which developments are being introduced, there can be no room for complacency. We need to continually update, educate and refer to codes of practice such as RIPA, ACPO, PACE to ensure that consistent and wholly defensible results are being achieved at all levels."

So if the process of gathering the intelligence is being questioned as a way of invalidating what used to be seen as concrete evidence, what is the solution? "As far as I can see, from the moment a decision is made on which methodology should be used to gather information during an investigation, every procedure must be carried out to a very high evidential standard and in line with the current codes of practice," concludes Andy. "It is only by being aware of current trends and thus working at an evidentially sound level from the outset, that we can be sure that the police will continue to achieve viable, defensible results which will stand up to any challenges in court."



President Address

New Technologies and Next Generation TETRA Applications



Having just returned from two very interesting and informative days at the TETRA World Congress in Madrid, my thoughts turned to thinking about the next generation of TETRA technology.

I, unfortunately, have more questions than answers and, although it will be some time in the future before we can see any real changes, I feel we need to discuss it now; for instance.

Will the TETRA solution support a broadband function in the future and what would be the realistic timescales for this to be available?

In addition to the availability of full data solutions being available via TETRA, should we in the UK also be looking at following the example of the United States and having

dedicated spectrum available for emergency service use that is affordable? I know that discussions are already taking place with the Government about this but should we be raising the profile of this debate?

I sometimes wonder if we fully recognise, and articulate, the obtainable advantages by such an approach and how much safer this would be in the event of a major incident. And, for day-to-day communications by the emergency services as opposed to sharing a network with other possible users on Airwave.

I know from my own experience in working on a PMR (Private Mobile Radio) Network currently being used in part of the Ambulance Service, the

ability to measure and control the bandwidth for exclusive use does give organisations a certain peace of mind that is perhaps not so secure in a shared bandwidth scenario.

In conclusion, I feel that perhaps the time is right for us as BAPCO members employed in the public service to encourage discussion around these issues and I invite you all to submit your thoughts and comments, by way of a 'Letter to the Editor' of the BAPCO Journal, so that we can raise this issue, or any other area that you may have concerns about, to a higher level of knowledge and debate.

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CAG Remarks

BAPCO conference and show. Meeting your goals or is it?

Well it has now been two months since the BAPCO conference and I am delighted to report that I am continuing to receive comments from a wide range of personnel within our industry, on how useful it has been for them, and that they are looking forward to next year's event.

In looking forward, it is perhaps pertinent to remind you all that prior to the 2008 event, we have the BAPCO Roadshows. These one day seminars, which begin in October, have been growing in popularity and no wonder, due to the topical themes, therefore, please put them in your diaries.

It seems that the last two months, have been inundated with exhibitions and conferences targeted at the public sector arena. Having talked to people at these events, including BAPCO, it is quite amazing the number of objectives people have for attending, from simply meeting with colleagues, to learning from the specialist speakers, to meeting suppliers, to very honest ones - who just wanted a day out, the list goes on. Considering these wide and varied views, I have been looking closely at what makes a conference and exhibition worthwhile?

Judging by the number of objectives people have there is obviously not one answer but many.

To steal a quote: 'To have a chance you have to understand what people want first, then deliver what they want and measure.' Sounds simple, yet in reality it is quite difficult, because, if we are really honest most of us want things done for us with minimal effort particularly when it comes to conferences and exhibitions. Having said that, within BAPCO we are different and our conference and exhibition should be different. Why? Because we are enthusiasts and enthusiasm makes a lot of things possible. So while there is time to plan for next year let's hear what you want to achieve from not only the annual conference and exhibition but also the Journal. Five minutes on an email to myself or indeed any BAPCO representative and let us know your objectives. Let's keep BAPCO enthusiastic as enthusiasm is very infectious!

Dave King
CAG Chair
BAPCO

BAPCO

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buying in the public sector

The BAPCO Journal provides an exclusive insight into the Specialist Solutions Framework Agreement from OGCbuying.solutions...

The public sector annually spends around £125 billion on goods and services including communications. However, in some cases customers require complex solutions where they may know what outcome they need but not know where to source them. OGCbuying.solutions Specialist Solutions Framework Agreement has been developed to meet these needs and offers flexibility in a range of requirements.

Specialist Solutions brings together a selection of EU compliant framework agreements which provide access to a range of services within four fundamental business areas: Communications, Applications, Managed Desktops and eBusiness. Each category offers customers the opportunity to procure from suppliers who have been selected through competitive tendering and rigorous evaluation procedures to deliver high quality services and value for money.

Customers can be confident that all Catalyst Framework Agreements have been competed in accordance with EU procedures, their construction complies with the Consolidated Directive and paragraph 19 of the 2006 Public Contracts Regulations for England, Wales and Northern Ireland. Buying Solutions estimates that on average customers can save 77 days – and all associated costs – by enabling customers to bypass the pre-tender stages. Therefore Specialist Solutions enables the public sector to procure and roll out systems they need quickly and efficiently.

The Communications category within the Specialist Solutions Framework includes the following provisions:

- Radio Communications Solutions allows customers to design and implement radio solutions where a business need for cost effective alternatives to traditional connectivity exist. Some examples that can be sourced include mast construction; private mobile radio networks (e.g. Airwave for the emergency services); wireless LAN networks; and point to point/multi point radio networks.
- Satellite Communications Solutions provides high speed satellite internet and data services for temporary or mobile locations, for disaster recovery situations, and to remote locations beyond the reach of traditional terrestrial solutions.

Customers can, for example, purchase the hardware and /or service contracts associated with the GPS infrastructure rather than the “conventional” mobile telephony networks. Requirements such as these are typical of organisations operating across international boundaries.

Satellite Communications also provides business solutions covering Satellite Navigation systems for vehicle and personal navigation. Products and services enabling vehicles to be tracked and monitored by satellite can be provided by a number of Catalyst suppliers in this category.

- Microwave Communications Solutions provides point to point, or point to supplier node Microwave data links offering flexible, secure and reliable connectivity options. The maturity of radio frequency (RF) technology has permitted the use of microwave links as the major trunk channel for long distance communication. The use of microwave links has some advantages over cabling systems including communication over difficult terrain, and freedom from the acquisition of rights to lay and maintain cabling.
- CCTV Solutions delivers any kind of Closed Circuit Television solution that organisations have a requirement for. As well as site surveys, bespoke system design, installation, configuration and on-going management, suppliers can deliver requirements across a range of CCTV applications that include the following areas; maintenance; IP enabled camera devices; Wireless IP surveillance devices; automated camera activation; digital recording equipment; Intranet based viewing of IP devices via secure access; IP enabled VPN / WAN with sufficient bandwidth to offer high picture quality; and ANPR (Automatic Number Plate Recognition) services.
- Conferencing Solutions will deliver solutions designed to enable more effective ways of working across different sites or even countries. The need to travel can be mitigated through effective use of technology, with clear environmental and financial benefits arising. With the advent of ubiquitous DSL broadband in most urban (and increasingly rural) areas, high bandwidth video conferencing solutions are increasingly being used and can be sourced through this category.
- Voice Solutions allows for delivery of bespoke voice solutions and mobile and broadband technologies as part of a complete solution. The services can include requirement identification, design, development & implementation, integration, training, maintenance and support, systems security and managed services.
- Data Solutions covers organisational level solutions for data transmission services whether at building or global level, in a range of formats including IP. IT infrastructure, networks (LAN and WAN) and data networking services and cabling, are examples of projects that might fall into this category.
- Convergent Solutions can deliver converged voice and data projects requiring a combination of communication services and technologies. It can be used to specify, design and deliver projects that combine a mix of “traditional” telecoms (analogue or digital), IT, broadcasting and multicasting, content distribution, application service including control systems to enable business to take advantage of user device independence and the other benefits, such as a single infrastructure, that convergent, integrated services offer.

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pervasive cameras and red tape: the future of data management?

When it comes to data management, the constraints on Britain's police forces could be the thin end of the wedge for the wider public sector according to Dave Scotton, managing director - police, Civica. Here he provides an exclusive view for the BAPCO Journal...

The 21st century police service faces a contradiction of requirements. Forces and public agencies are being encouraged by the government to share data while paradoxically, operational specifications on data protection become more prescriptive

Police forces have achieved excellent stewardship of data capture and use. However, the picture is complicated by government's continuing emphasis, and various agencies desire for 'joined up' operations. As a result, data management is increasingly becoming an operational minefield requiring a more strategic approach to be set by Government.

Furthermore, without a step change in attitudes to grass roots' operational frameworks governing data sharing, much of the public sector could follow the police in having to adopt time-consuming processes to reconcile different data management, cost control and compliance demands.

The 21st century police service faces a contradiction of requirements. Forces and public agencies are being encouraged by the government to share data while paradoxically, operational specifications on data protection become more prescriptive. Police forces' data management and access regimes are becoming more complex and the guidance framework and operational processes for controlling, authorising and auditing access to data needs to keep pace with this change.

This situation may be addressed in time by the advent of the National Police Improvement Agency (NPIA). The NPIA's long term remit will include the raising of operational standards across Britain's 53 police forces. However, in the short term, police forces are being asked to evolve new types of joint working to meet the broadening homeland security agenda while delivering overall cost savings.

This delicate 'balancing act' risks being overturned altogether because of the growing level of litigation where defendants challenge convictions because police officers failed to comply exactly with the operational requirements of the criminal justice legislation.

There are four trends in particular that will strongly impact on public sector agencies' data management thinking – technological change, co-ordination of operations and the government specifications on data protection and public privacy concerns.

➔ new technologies

A look at a relatively new innovation illustrates operational impact. Automatic Number Plate Recognition (ANPR) was introduced in the 1990s to track

interest vehicles and "deny criminals the use of the roads." While very successful in analysing movements of vehicles associated with criminal elements, ANPR, by its very nature, demands that data is shared across forces and different agencies, raising questions of procedural compliance.

Such innovations inevitably pose new interoperability and administrative questions of different forces. Industry observers know there is considerable scope to further integrate back office systems to achieve more up-to-date information for police intercept teams, officers able to use recent sightings when investigating incidents, intelligence analysts able to identify patterns of vehicle movement and most of all, forces able to share cross border intelligence more easily. The ANPR community remains committed to a completely joined up system to address these issues.

➔ co-ordination

A look at the nature of police operations with many different executive agencies and authorities highlights other challenges on the use of information. Multi-force and multi-agency projects based on sharing of data are routinely planned and agreed and carried out. As an example, on the day of an operation in a London borough to target uninsured drivers and illegally parked vehicles blocking residential roads, Revenues and Customs officers, local police and local authority parking enforcement teams are able to share data very effectively. However successful, this is one very closely focused operation using a specific 'pocket' of data: though successful, such operations are labour intensive with time taken up by planning, organising relevant permissions and de-duplicating of data. Should central government's wider drive for joining up services with Local Area Agreements and police forces sharing services be driven through nationwide, many different departments will have to address data sharing tasks on a regular basis.

➔ specifications

The challenges described have been further complicated by the prevalence of detailed technical specifications from particular government departments governing ICT and the handling of data. While we can understand the motivation for creating a detailed data management specification, these often do not take

account of either the changing factors affecting use of information or different departmental processes. Such specifications demand a more broad-based discussion involving potential partners and operational staff levels before they can fully address police service's constraints.

➔ big brother society?

The 21st century has also seen intensified public concerns over civil liberties particularly in relation to executive agencies' use of data. Arguments rage about doctors' access to health records. Scarcely a week goes by without TV viewers being reminded the public 'is photographed 300 times every day' by CCTV cameras. These fears have been compounded by recent research by the industry's representative body, CameraWatch, which in May published a study saying 90% of CCTV systems – particular those outside retail outlets - are operated illegally. Though this claim has not been tested in court, it seems only a matter of time before a legal test case forces changes in data capture.

This public concern is ironic given that police forces operate a well-defined permissions system when using the Police National Computer (PNC) database with all forces provide in-depth training and operate stringent procedures for its operation. From this strong foundation, other police data sharing innovations have supported best practice: police officers' Personal Digital Assistants (PDAs) keep no data files and information is provided in 'look up' mode only. Police forces' data management records are remarkable too given the explosion in Internet and broadband channels for disseminating information. Despite the media questioning several police forces' use of data relating to a number of high profile cases, the national picture of forces' data management policies can only reassure the public.

Nevertheless, there is continuing pressure on police forces to refine their access systems within their data management operations. They are being required to provide greater transparency as to who accessed what, where and when and why. Will different arms of government be able to collaborate more closely or will the current safe but cumbersome state of affairs remain in place?

➔ data management: different outcomes

One scenario is gradual change, driven from the top down, where the rules relating to accessing data remain onerous but are gradually improved as different government organisations learn to run joint operations more effectively. In this respect, police forces' rigorous procedures on access and sharing of data will stand them in good stead.

A second more progressive outcome is the rise of "bottom up" approaches to sharing processes among police forces. Momentum comes from the government's continuing interest in forces sharing resources and driving efficiencies, irrespective of the failure of the large scale force mergers planned several years ago. More collaborative operations will also be ushered in by set piece reviews of policing. The Bichard report was prominent among these, calling for better data sharing to improve detection rates.

The third, and on recent evidence most probable outcome, is the level of technological innovation driving change as different police forces reach out for performance improvements with reduced operational costs. With the emergence of new forms of data capture – body scanning and police headcams - alongside greater security screening at transport hubs like airports is adding to administrative pressures on hard-pressed forces. Unless there remains a robust, co-ordinated national strategy relating to data capture, management and storage, police forces and their partners could, despite their efficiencies, gradually be overwhelmed by mounting data management and compliance costs.

Software and service providers are helping the police to bring about step changes in the structuring and permissions for accessing data. Meeting police requirements, they are building a data control framework with greater user flexibility and simplified compliance. Working with a number of police forces, Civica is building 'intelligent' interfacing between the user and personal data to ensure access levels are defined and appropriate for the specific user.

The company is also actively marketing an "auditor" access module that adds a further level of protection. The module captures the reasons why a particular individual wants to access a set of data before the access is authorised. Such approaches not only maintain a record of what information has been accessed, by whom and when, but also the context behind the transaction. This 'contextual audit' is then accessible for supervisory staff to review why data is being accessed. Within the police sector or for wider multi-agency collaborations, this is particularly valuable to allow early identification of any inappropriate access to information.

Ultimately there has to be a balancing between privacy concerns against operational balance and finding the strategic framework and the technology systems that tie the two points together in a practical way. Do you prefer pervasive data capture that helps safeguard their children or that the bureaucrats removed from street level operations are able to continue to define the parameters for their executive agencies' data management?

Industry observers know there is considerable scope to further integrate back office systems to achieve more up-to-date information for police intercept teams, officers able to use recent sightings when investigating incidents, intelligence analysts able to identify patterns of vehicle movement and most of all, forces able to share cross border intelligence more easily. The ANPR community remains committed to a completely joined up system to address these issues.

GIS technology supports Surrey neighbourhood policing strategy

Operational data captured by Surrey Police's Intergraph I/CAD command and control system and the force's crime recording database are helping to improve performance and service levels...

Surrey Police



Technology helps us use the information we already hold to benefit the public.
All images courtesy of Surrey Police.

Modern policing involves many points of contact for the Public (spanning 999 emergency calls, non-emergency contact centres, Neighbourhood Officers, Targeted Patrol Teams, the Crime Investigating Department, etc.) and many police personnel may be involved in the response to a crime or incident. Hence, there is an obvious need to provide consistent and readily accessible information across the lifecycle of an incident from collection, through response to analysis and downstream application. However, the diverse and often highly specialised applications used by Police forces can make this an elusive objective.

Surrey Police has deployed a range of map-based applications aimed at improving performance and service levels by enabling the wider user base to harness existing operational data captured by their Intergraph I/CAD command and control system and their crime recording database. For example, their neighbourhood mapping tool interfaces the data warehouse to plot incidents and crimes in each neighbourhood so that the local officer can see what the main issues are on their neighbourhood beat. They then use this visual, map-based information to establish a patrol strategy.

The same data warehouse system also allows Surrey Police analysts to zero in on the cause of those neighbourhood issues. Particularly where social disorder and crime occur at the same location or in the same area there will typically be a connection.

➔ data analysis benefits the public

By analysing the data they can provide the constables and community support officers on the ground with detailed information on what issues and which types of people they should be looking out for in the neighbourhood they serve.

"Technology helps us use the information we already hold to benefit the public," says Surrey Police Superintendent Charlie Doyle, who is responsible for the delivery of neighbourhood policing across the Force. "The latest generation of our command and control software allows us to 'layer' data - and is enabling the new initiative that links neighbourhood web pages to I/CAD".

Surrey Police's neighbourhood teams 'own' local web pages list the issues that have the highest local policing priority and explain how police and partners are working with the community to address these issues, in consultation with members of the public in that area. The I/CAD-to-local-web-page interface allows Surrey Police



operators to review the calls they take in the light of those neighbourhood issues. The operator has a 'hot key' that gives them instant access to the relevant neighbourhood support officer's local web page, located by post code. If the operator sees that the subject of the incoming call is a local priority issue they can respond accordingly.

➔ and to the future

In the near future I/CAD's data layers will also allow Surrey Police to segment geospatial and other data by each of the 665 Surrey County neighbourhoods the Force has identified. Refinements within I/CAD will enable Surrey Police to manage information within its data warehouse to extract very granular, detailed data on each of the neighbourhoods, selected by (say) particular types and times of incidents. This will then inform policing at local level, both strategically and tactically.

COMMUNICATION

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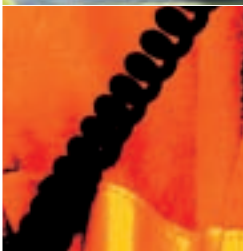
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Selex Communications won the Best Stand Award judged notably on the vibrant and welcoming design, but also from the secret shoppers report of friendly and knowledgeable staff.



announcements galore from the TETRA community

Last month saw the global TETRA community converge in Madrid for the TETRA World Congress, the BAPCO Journal reports...

Although at the time of writing, the official visitor numbers were yet to be released, the organisers were claiming it to be the most successful TETRA World Congress to date, and certainly, walking around the halls and attending the conference, the event appeared to be exceptionally busy. Commenting on the attendance, Phil Kidner, TETRA Association CEO said, "We are delighted by the attendance, not only because we had over 2000 pre-registered visitors, but also because of the countries represented, cementing TETRA as a truly global standard."

And global TETRA has certainly become, with figures released by the TETRA Association during the event, highlighting that Europe is taking second place as the technology is now present in 94 countries – 56 of which are outside Europe. The Asia Pacific and Middle East regions show the fastest growth, with contract numbers increasing by 57 per cent and 43 per cent respectively since September 2006. With the spread of the technology comes the diversity, and while public safety remains the largest market, growth is most marked in the Commerce & Industry and Oil & Gas sectors, both of which have increased by almost 50 per cent.

In a press statement, Phil Godfrey, chairman of the TETRA Association, was reported to state, "TETRA's consolidated success in Europe has provided a firm foundation for the technology to make its mark around the world. With knowledge shared and expertise exchanged, the market is generating its own momentum.

From just over 200 contracts in 2002, today we are reporting over 1400.

"Whilst we now expect to see TETRA technology safely in charge of national public safety, the private networks are proving increasingly popular as industry and utilities realise the benefits of secure, interoperable and proven systems."

The event also gave rise to a plethora of announcements and product launches:

Artevea: launched the latest addition to its T-MATRIX family of products with T-MATRIX ALVIS (Automatic Location Visual Indication System). T-MATRIX ALVIS provides location based tracking services for individual subscribers and fleets with additional capabilities for geo fencing, reporting, playback and alarm monitoring.

EADS Secure Networks transmitted high-speed data over its TETRA radio communication network – the first company in the world to do so. EADS has developed its high speed data capability based on the TETRA enhanced data service (TEDS) standard for mission critical Professional Mobile Radio networks. EADS' solution integrates high-speed data capability seamlessly into the TETRA radio communication networks by EADS and can be introduced by a software upgrade.

The product concept proves that a two-way video transmission, for example, will be possible using a single

TEDS carrier of 50-kHz channel bandwidth. In the beginning, EADS will support both 25-kHz and 50-kHz channel bandwidths. EADS' TEDS radio works in existing EADS TETRA network infrastructure – no hardware has been upgraded in the TB3 base station.

Infomatrix announced the launch of [i]-BrJ a flexible multi-bearer solution, which provides seamless mobility to the professional mobile workforce. Regardless of information mobility requirements: web, intranets, corporate database applications, email or other data sources, [i]-BrJ is configurable to deliver your solutions in the most resilient, cost effective or application specific way. The seamless combining of access to multiple networks such as TETRA, GPRS, WiFi or 3G ensures the mobile workforce has constant data coverage provided at least any one network is available.

Infomatrix also announced a pre-installation deal with Motorola that will see Infomatrix [i]-SqZ delivered in the default factory configuration on Motorola's ground-breaking MTC100 TETRA PDA.

Phonak: Launched profilo, an interference free covert solution entirely immune to electromagnetic interference caused by power lines, car ignition systems, anti-theft devices, scanners and many other electronic devices and electrical installations.

Samdale: Showing for the first time was the Pegasus TETRA Service Monitoring system, which enables implementation of a pr-active policy towards Quality of Service through a network of real-time monitoring probes. The solution also detects many 'off-air' problems that are not reported by traditional network monitoring systems.

Sepura: Sepura radio users can now take advantage of added Bluetooth functionality. Attached to the base of any Sepura hand-held radio, the new S-link adaptor instantly equips the radio with Bluetooth. The sleek wireless adaptor adds just 26mm to the length of a hand-held radio and weighs just 27g, blending into the body of the radio without compromising use. Even once attached, radios can still be placed upright on flat surfaces.

Sepura also announced with Infomatrix the launch of a TETRA data solution that speeds up mobile data applications between standard commercial PDAs, or similar data devices, and Sepura TETRA radios. Web-based PDA applications will benefit from typical cellular-like speeds when connected to the Sepura hand-held radios, using Sepura's newly launched S-Link Bluetooth Adaptor and the Infomatrix [i]-SqZ Data Accelerator.

Selex Communications: received the Best Stand Award for its stand visual impact, for the effectiveness of company communications displayed, for the impeccable and effective manner in which the products were displayed and last, but not least, for the professional courtesy and technical know-how of our staff.

During the event, SELEX Communications Executive Vice President of Markets, Vittorio Biscarini, and Indra's

Operations Manager, Santiago Roura, signed an agreement to commercialise TETRA solutions in the Spanish market.

TETRAsim: launched a new range of radio simulators for SEPURA radio models SRH3500, SRM3500 and SRG3500. The simulators operate as virtual radio devices and can be connected to an educational platform so that trainers can easily monitor end-user progress through a training session, providing advice and support as required. The radio simulators will enable user-organisations to utilise their radios and networks more effectively. TETRAsim's Sepura training simulator is fully compatible with other TETRAsim simulators and tools, making the solution extremely versatile and able to accommodate almost any training brief.

And finally, but by no means least, the TETRA Association Award for Outstanding Contribution to TETRA was presented to Jo Dewaele, one of the leading specialists in the TETRA community.

Dewaele was a member of the team that outlined the future Belgian radio network for public safety and rescue services with computer aided control rooms. He currently chairs Workgroup I of ETSI Technical Committee TETRA, and is both passionate and committed in promoting TETRA as an open standard that evolves with the requirements of the end users. Apart from being one of the leading specialists in the TETRA community, he has a rare quality in his capacity to translate technical information into a language all TETRA users can understand. In a press statement, Doug Gray, chairman of the ETSI TC, said: "This Award is well-deserved recognition for Jo. Through his leadership, he has been instrumental in making user requirements become a product reality."



EADS Secure Networks has introduced an intrinsically safe model of the popular THR880i TETRA radio. The new THR880i Ex radio combines certification for operation in explosion-prone areas with the user friendliness, solid design and advanced features of the THR880i. The THR880i Ex model has been developed in co-operation with Ecom instruments GmbH, a leading supplier of safe mobile solutions.





report highlights need for collaboration in local authorities

A New report, published at the end of June, from the National Audit Office highlights the need for collaboration between local authorities. The BAPCO Journal takes a closer look at the findings...

LAAs are a new form of contract between central and local government and were designed to devolve greater power over public services to local communities. The Department for Communities and Local Government (DCLG) and the nine Government Offices for the Regions (GOs) have worked to introduce LAAs over the past three years and by April 2007 every local authority in England had one.

Local authorities should work more collaboratively with voluntary and community organisations to help them improve the delivery of public services, according to a report published by the National Audit Office. The report looked at whether Local Area Agreements (LAAs) are helping to promote better value for money in the way government works with the third sector to deliver public services. It also examined the impact LAAs have had on the role of third sector organisations in the delivery of public services.

LAAs are a new form of contract between central and local government and were designed to devolve greater power over public services to local communities. The Department for Communities and Local Government (DCLG) and the nine Government Offices for the Regions (GOs) have worked to introduce LAAs over the past three years and by April 2007 every local authority in England had one. The amount of public expenditure covered by the agreements is expected to reach around £5 billion in the next three years.

Government is keen for third sector organisations (TSOs) – including charities, voluntary and community organisations and social enterprises - to play a greater role in public life, building 'social capital', promoting volunteering, representing the community and delivering public services.

➔ initiatives focus on changes to public procurement

The NAO found that government has put in place a range of initiatives to support TSOs and to encourage public bodies to work with them. These particularly focus on changes to public procurement and grant funding which will put TSOs on an equal footing with other suppliers. The Office of the Third Sector (in the Cabinet Office) has responsibility for leading this work and is supported by the Treasury in its work with other government departments.

It is still relatively early days for LAAs, but June's report shows that LAAs and work to increase the role of the third sector in public services have been developed by different parts of central government with few, weak links between the two. LAAs include only limited references to the third sector and there are as yet no visible changes in local patterns of service provision or in local public bodies' funding practices towards the third sector.

Where changes have occurred, they are due to other initiatives rather than to LAAs. The opportunities which the introduction of LAAs offered, to help place TSOs on

a 'level playing-field' with other potential suppliers, have mostly been missed.

Much practical work remains to be done to translate the principles of LAAs into practice. Policy in this area is developing fast; the Local Government White Paper, published in October 2006, proposes changes to the structure of LAAs which are likely to lead to even more local decision-making. Changes to LAAs are to be accompanied by moves to encourage local authorities to move away from a "traditional service perspective" towards a commissioning role.

Among the NAO's recommendations are that the Department for Communities and Local Government and the Government Offices should encourage local bodies to consider third sector organisations as potential partners in the delivery of public services, alongside other private and public partners. They should also further develop existing programmes to improve commissioning by local government.

The Office of the Third Sector and the Treasury should promote awareness of guidance on the third sector and should find ways of spreading good practices more widely.

Joe Cavanagh, Director of Business Development at the NAO, commenting on the report in a press statement said, "Both main political parties have highlighted the third sector's important role in building a civil society. It is therefore disappointing that the new Local Area Agreements have not embraced the potential of the third sector to help deliver public services.

"More needs to be done by the departments involved and by local authorities to understand the work of third sector organisations, and how it can be used to obtain better value for money in delivering services."

Neil Cleeveley, Director of Information and Policy at the National Association for Voluntary and Community Action (NAVCA), added, "NAVCA welcomes this report and is pleased that the Government is starting to address the issues it raises. Many of our members have been heavily involved in their Local Area Agreement, giving a good deal of time and effort to make them a success, often with very little recognition.

"NAVCA wants to see local area agreements work – the local third sector has a key role helping to bring about the improved public services they promise, especially in the most disadvantaged communities. It is still relatively early days – however NAVCA and its members will do all we can to help our partners in the public sector make the most of the third sector's potential."

A downloadable PDF version of the report can be found at: www.nao.org.uk

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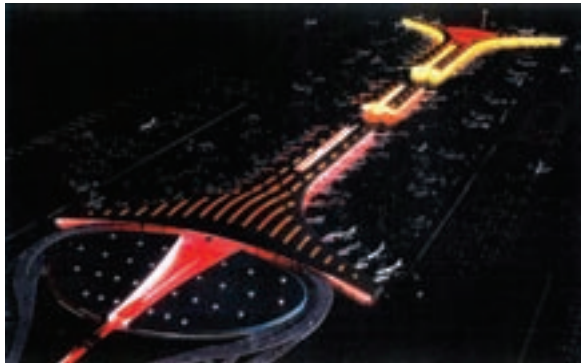
critical communications solution for Beijing's Olympic airport

Following the successful upgrade of Beijing Capital International Airport's critical communication system, Zenitel's Stentofon system will now be expanded to the new airport terminal in preparation for the Olympics in 2008...

reliability

Beijing Capital International Airport, new Terminal 3 at night.

Many of the world's most secure airports specify Stentofon's proven reliability – from Shanghai Pudong International Airport, Shenzhen Shenzhen Bao'an International Airport and Guanzhou Airport in China to Sea-Tac Airport in Seattle, and countless others across the world.



Zenitel's new Stentofon AlphaCom E security and communications system was successfully implemented at Beijing Capital International Airport's (BCIA) in 2006, the system is now being expanded into the new three part Terminal 3. The scale of the project is immense with the passenger terminal expected to handle 60 million per year by 2015. Only around four airports in the world currently exceed 60 million passengers/year.

The Olympics aside for a moment, with the development of China's economy as it is, the demand upon Civil Aviation is increasing regardless in Beijing District. Despite the huge expansions already underway at BCIA, a report published by SAVE International, Spring 2007 shows a sharp contradiction will emerge between transportation demand and the capacity of BCIA. Zenitel and joint venture company BNSC (Beijing Nera Stentofon Communication Equipment Co.) are therefore following the Beijing Airport Project with interest which if it continues as predicted, will see one airport becoming domestic and one international.

In 2008, BCIA's Terminal 3 will help fulfill Beijing's Olympic goal of 'One world, one Dream'.

To ensure the smooth reception of millions of passengers to and from the airport in the run up to the Olympics tourism trade, Zenitel and BNSC are, together with other appointed contractors and suppliers, meeting a brief to move passengers quickly and easily to their destination, whilst catering for large numbers and providing flexibility for future growth. Zenitel's Stentofon AlphaCom E, upgraded into Terminal 2 of BCIA during Quarter two of last year, meets all these requirements and more, assisting in protecting life and property and helping facilitate safe and secure movement of staff and visitors, with simplified operation.

BCIA's new Terminal 3 will open for trial operation in

2008 using eight AlphaCom E26 exchanges and more 1000 Zenitel stations. AlphaCom E26 is Zenitel's largest IP multiservice platform supporting many hundreds of user terminals. Upgrading to AlphaCom E clearly provides more capacity, but this integrated platform offers additional benefits too. Using IP, AlphaCom E provides data communication between all exchanges, existing audio links can remain and new links can be added, and alternative routing between the traditional network and the new IP one can be established.

integration

Integration was a key factor for BCIA. The current AlphaCom and AlphaCom E systems are used for PA gate announcements, gate and check-in desk communications, communication with security staff, baggage areas, airline back offices and more. The new system being installed by BNSC will connect with the existing critical communication systems at Terminals 1 and 2, and to create one cohesive system, will extend its integration to the security system, the information integration system, the master clock system, access control, public address and a PABX system via SIP trunking. In the future, integration to Cisco, TETRA radio and CCTV can be made, any number of features and solutions can be added when required and special applications can be created by interfacing to other 3rd party systems as annual passenger throughput increases.

Of the ten exchange modules already installed, alternate routing between the exchanges allows calls to complete, even if one route is used to its full capacity or a link is inadvertently broken. Operational communications is critical for the smooth running of any airport: airport staff and security cannot reply on communication systems that almost always work, it simply must work – always – and be a resource they can trust unconditionally. With fast and reliable set up, every Stentofon call gets through, which is most important during the busiest periods. High quality audio allows for efficient short communication further reducing stress and workload due to misunderstood messages.

BCIA is already seeing about 1200 conversation setups each hour in a quiet period. When it is busy, during severe weather or in peak travel periods, this figure can be several times as much. Each exchange is capable of handling 60,000 conversations in one hour. As the system employs a distributed architecture the total call handling capacity is many times more.



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For detailed information about this job and an application pack please visit www.london-fire.gov.uk/recruitment/vacancies.asp

Please return your application by 12.00 midday on 16 July 2007.

The London Fire and Emergency Planning Authority is an equal opportunities employer and we are keen to receive applications from anyone with the ability to do this job, to help us maintain and enhance the diversity of our workforce, and reflect the community we serve.



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The purpose of the Operational Planning & Policy team is to provide thoroughly researched policies and procedures for Merseyside Fire & Rescue Service and liaison with its Partners whenever Inter-Agency involvement occurs.

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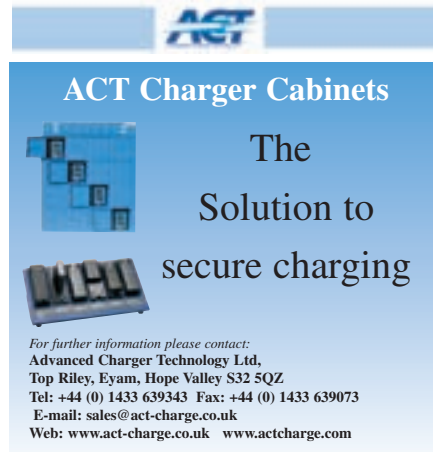
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**Closing Date: 10.00 a.m on Thursday 12th July 2007.
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did you know...

Continuing with our 'Did You Know...' series, this month Murray Barker, product manager public safety, NICE Systems provides a view on how tagging calls improves incident reconstruction capability and the overall performance of the emergency service control room...

tagging helps improve incident reconstruction



Murray Barker
project manager, NICE
Systems

Tagging audio interactions between emergency control room call takers and members of the public can improve the process of incident reconstruction, identify specific trends in crime, aid investigations and also develop the overall performance and response of the control room.

Most emergency service control rooms are now recording and storing all audio interactions, in order to improve incident management, scenario reconstruction and response time. These improvements are of course dependant on the method in which information is extracted from these interactions. Tagging a call for a specific reason is an effective way of enabling the identification of a call, or a group of calls, that may contain specific information, which can be searched for and retrieved in a timeframe that improves incident reconstruction capability.

Each call the control room receives holds within it specific information which, under further analysis, may be a vital piece of evidence or a crucial link in scenario reconstruction. Typically, once calls have been recorded, a control room supervisor will manually annotate the audio or video recordings according to the content and outcome of each interaction. These annotations can be made through text, voice or book marking (a method of flagging up a call with a general alert).

➔ search and retrieve

The information annotated on the tagged interactions enables the search, identification and immediate retrieval of specific information. For example, searching for annotated words such as 'gun crime' or 'domestic violence' will provide the control room supervisor with calls that have previously been annotated using these words.

Such annotations can be used for specific purposes, for example, the search and retrieval of further information on an individual incident. If an investigation into a gun crime leads authorities to believe that the suspect may have previously offended, a search for the right annotation content will flag up the relevant stored interactions.

Manual annotation can also be used to evaluate specific trends in crime, enabling authorities to monitor and find new patterns. Searching tagged interactions that are annotated with words such as 'car crime' can provide a user with an understanding of the trends and patterns of the crime, identifying details such as the geographical locations and times the incidents have occurred. This

information can then be used to pinpoint specific patterns, offering further insight into an investigation.

As well as enhancing incident management and identifying trends in specific crimes, manual annotation may also improve the overall performance of the emergency control room. With the HMIC (Her Majesties Inspectorate of Constabulary) regulating call handling standards and monitoring control room targets, quality management is of paramount importance for the emergency control room.

➔ improving quality management

Using the interactions of the control room by manually annotating the outcome of a call is also a method of tagging that can improve quality management. Manual annotation allows the interaction between the call taker and member of the public to be tagged according to the performance of each call taker. As a result, a control room supervisor can analyse interactions in specific circumstances and recognise and address both positive and negative responses. The tagged calls become indicative of how both call takers and members of the public react in certain situations. A search on all annotations where specific emergencies such as 'domestic violence' have occurred would enable the control room supervisor to identify how call takers have responded to domestic violence related calls, giving an insight into the best possible practice.

With the advances in audio analytic techniques such as word spotting, emotion detection and speech analysis, it is now possible to monitor 'all' control room interactions, specifically tagging them as they occur. Analytic techniques allow automatic recognition of specific words or voice stress, and can also alert a user in near-real time. This enables call content to be identified automatically, therefore interactions do not have to be reviewed before being categorised. Ultimately, this means that the use of analytic techniques can provide both a proactive and retrospective solution.

Combining these audio analytic techniques with manual annotation would further enhance the capability of retrieving information. Manual annotation allows stored interactions to be identified in terms of the context found within the interaction but, combined with the capability of techniques such as real time automatic recognition and emotion detection, the search, identification and retrieval process advances to a higher level.



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