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➤ **public safety community discuss future resilience**

Information management for civil contingency responders

BAPCO

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Dawn Davison-Read

EDITOR'S LETTER

Convergence of technologies and the importance of resilience were the buzz words during the BAPCO 2007 event. And what an event this year proved to be. with attendance figures up some 40%, the exhibition (and conference) was one of the busiest yet.

With an abundance of product announcements, strategic alliances all designed to help the UK's mission in improving its resilience of public safety communication technologies. Our report on page 24, merely scratches the surface of the topical discussions raised both on the exhibit floor and in the conference halls. To this end, a further and more

detailed article can be found on our web site (www.bapcojournal.com). And, in talking of our web site, we are proud to announce that the internet traffic has been growing exponentially. In order to meet the growing demands of these visitors from the public safety sector both here at home and on the international scene, the site is now updated on a daily basis. In addition to which, there is also an opportunity to subscribe to a free weekly news bulletin - ensuring you are kept right up to date with all the latest news and contract announcements within our industry. I look forward to hearing your comments - online or via the magazine!

converging technology discussed



improving care and reducing costs



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news in brief

shared services award

OGCbuying.solutions', the trading arm of the Office of Government Commerce (OGC), eSourcing Managed Service has been recognised at a recent Government Innovation Awards ceremony.

Mott MacDonald acquisition

Mott MacDonald has acquired Schema, a UK based independent management consultancy advising the technology, media and telecommunications industries.

formation of dPMR MoU group

A group of mobile radio manufacturers, including Kenwood Corporation, Fyld Micro, CTE International, CML Microcircuits and Icom Incorporated have announced the creation of a Memorandum of Understanding group to support and promote dPMR narrowband FDMA technology.

The signing of this MoU represents the shared wish to promote interoperability between all forms of dPMR equipment through agreement on the type of vocoder to use and the use of ETSI standards for interoperability and conformance testing.

The dPMR MoU group is dedicated to the promotion of dPMR technology and future developments of this new digital protocol.

training contract

Training4GIS, the training and consultancy division of The GeoInformation Group, has won a major central government contract to create a bespoke training programme to assist Britain's Fire and Rescue Services (FRS) to take full advantage of the Fire Service Emergency Cover (FSEC) Toolkit.

award nomination

PageOne Connect has been selected as a finalist for the 'Most Innovative Product of the Year' category in this year's Business Continuity Awards.

→ contract signed for FiReControl Project

Last month, the FiReControl project took a further step forward with the signature of the contract to supply the technology infrastructure. Alongside the contract signature, Communities and Local Government set out their timetable for the roll out of the project, confirming that control centres are on course to start going live from 2009.

The contract with EADS Defence & Security Ltd is worth £200 million plus. Following formal contract signature, Phil Woolas, Minister for Local Government, said, "The FiReControl project is all about creating a more resilient Fire and Rescue Service. In today's world of industrial accidents, terrorist attacks and large scale natural disasters we need to build resilience at national regional and local levels. Given these threats doing nothing was not an option. Automatic back-up



(left) Len Tyler chief executive officer of EADS Defence and Security Ltd and (right) Peter Betts director Fire and Resilience Directorate in Communities and Local Government.

and transfer of calls to another region in times of heavy loading or failure are essential. Current systems can mean that it can take time for a local fire and rescue control room to effect back-up arrangements in these circumstances, whereas the new system will be automatic and almost instant. The deployment of the Government's £200 million investment in the New Dimension equipment - urban

search and rescue, high volume pumps and mass decontamination teams - will be made all the more effective by the new FiReControl system."

The new IT system will be phased-in gradually. There will be extensive testing before handover to ensure it is reliable and the decisions as when to cut-over to the new system will be taken by the Fire and Rescue Service.

→ PSNI moves to forefront of law enforcement technology

The Police Service of Northern Ireland has recently signed a £9 million contract with Niche RMS, a Canadian software company, for a new computer system, which will deliver significant benefits to operational police in the fight against crime.

The force believes that the system will reduce the amount of time that officers spend completing paperwork thereby freeing them up for operational duties.

Essentially, it will mean that once a form is completed electronically, it will only need to be updated rather than re-created at its various stages in the criminal justice process.

Assistant Chief Constable Roy Toner, who signed the contract at a ceremony at police headquarters in Belfast commented, "This contract for

Niche RMS will fundamentally change the way we do our business. The new system is one of the most advanced of its type in the world and will help officers deliver swifter justice and thus improve our service to the community.

"We are implementing a world class software solution to support our operational policing needs. We believe that this will mean a significantly improved service to the public and offer the potential to free up officer time to focus on our core business, fighting crime."

The implementation of the new system is one key step in a five-year programme of work costing £65m. The programme is seeking to move the PSNI to the forefront of law enforcement technology in line with the recommendations of the Patten Report.

→ success for Business Continuity

Last month's Business Continuity Expo and Conference finished on a resounding high with both visitors and exhibitors vowing to return again next year, due to the volume of business that was done over the two day period. Around 2,500 top level executives and business continuity specialists visited the event.

The Conference, which runs alongside the exhibition also attracted a wide range of high level delegates and speakers drawn not only from the UK but also across Europe. Speakers such as Patrick Mercer, Former Shadow Minister for Homeland Security, Richard Kemp, Director of Security, LifeSafety and Business Continuity, Canary Wharf Group and Bruce Mann, Director of Civil Contingency at the Cabinet Office all contributing to very lively and thought provoking debates.

➔ Airwave sale agreed to Macquarie

At the end of April, Telefónica confirmed it had agreed the sale of 100 per cent of Airwave to Macquarie, for a value of £1.9 billion.

Following a press statement about the sale, the National Policing Improvement Agency (NPIA), who manages the police programme, and its Government partners overseeing the other public safety contracts confirmed that it was reassured by the sale. Macquarie already has experience in the public safety market, and a long track record of investment in critical infrastructure. The Macquarie business model commits to long term investments and provides additional capital to fund growth opportunities.

Macquarie also has vast experience in major infrastructure management projects and service provision. The business takes a long-term view of its investments and has specifically committed to retain ownership of the Airwave business for a minimum of 10

years. Further, Macquarie is supporting the existing business plan, which includes continuing the strong growth of Airwave.

Chief Executive of the NPIA, Chief Constable Peter Neyroud said, "We have worked in partnership with other key Government customers and the suppliers and have been in continuous consultation throughout the negotiation process. However, the NPIA's priority remains to ensure uninterrupted service for the police service who rely on Airwave for all their communication requirements. By taking a joined-up approach with the other emergency services we have ensured that the needs of all users are met. Through cross-agency working we will ensure HM Government and the public that their needs have been protected.

"We are confident that Macquarie meets the criteria set out by us which secures the maintenance and development of the communication infrastructure, commits to

ongoing investment, offers a stable and focused management structure and looks to deliver long-term improvements to the system."

The NPIA are committed to working with Macquarie so that the change of ownership is seamless for those that use the service and where improvements to quality of service are required these are understood and progressed by the new owners.

Mr Jim Craig, Head of the Macquarie Bank Group in Europe said, "Macquarie is investing in Airwave for the long-term – we have formally committed to this investment for a minimum of 10 years and intend to remain for the longer term.

"For Airwave it will be business as usual. We look forward to working with the Airwave team, to continue to provide high quality, critical services to network users and to invest further in the business in accordance with the established business plan."

➔ alliance for mission critical arena



During BAPCO 2007, Hannes Bardach, Managing Director and Owner of Frequentis and Mark Plato, CEO of telent communications Limited signed an agreement to further develop their working relationship.

In a move to focus on offering highly specialised solutions for safety critical applications Frequentis and telent have decided to co-operate more closely by setting the basis of joint business development starting with the UK.

The two companies already work together on a number of projects, and the alliance will form the basis of a win-win co-operation for both companies and their customers.

Commenting on the signing, John Gurney, Managing Director, Frequentis UK said, "Together with telent we can now focus on offering highly specialised solutions for safety critical applications."

Mark Plato, CEO of telent added, "Frequentis has established itself as the leading provider of solutions of Command and Control Centres and we are very pleased to be partnering with an organisation of this calibre."

Continuing he concluded, "Frequentis expertise, combined with our own extensive experience of supporting mission critical communications services, means that together we will be able to offer an unrivalled service to companies in the emergency services sector and beyond."

➔ award for mobile fingerprinting

Lantern, the project that allows hand-held, mobile fingerprinting, has been awarded the Government Computing Award for the best government to government project.

This is the second year in a row a police IT project has won the award.

Barry Taylor, Deputy Chief Constable at Dyfed-Powys Police and Senior Responsible Owner for Lantern, said, "Lantern has revolutionised the way police officers work and early results from the trials are showing great savings and efficiencies for the police service. This project shows that the NPIA together with the police are leading the field in providing information and communication solutions."

➔ public safety data issues addressed

Thorcom has signed an agreement to license QinetiQ technology that addresses bandwidth limitations on the existing TETRA communications network by using other networks without compromising security.

Even with high levels of compression, due to the bandwidth used by TETRA, there are limitations on the volume of data traffic which can be transmitted. Some emergency services providers have implemented solutions using other networks but by doing so lose the benefit of security and availability. This could have particular impact at times of national crisis when demands on other networks will be high.

To combat this, QinetiQ has developed multi-bearer routing technology which allows data from emergency services applications to be securely and selectively routed across different bearers.

Based on patents developed for naval applications, the technology allows highly confidential data to always be routed over the TETRA bearer, while simultaneously routing less sensitive high bandwidth data, such as still photographs, video or CCTV images, over other high capacity bearers.

If one of these bearers is lost, the application routes seamlessly over an alternative bearer, with no need for user intervention and no interruption to the service.

International news

Zenitel becomes EADS repair center

Zenitel, international market leader in integrated communication solutions for the professional market, announces after long negotiations, and with multiple trainings and certification from the EADS (Nokia) quality people, Zenitel Netherlands has been appointed as the repair Center for EADS TETRA handhelds and mobiles in the Netherlands.

highband networking radio

Harris Corporation and BAE Systems have announced that their co-developed Highband Networking Radio (HNR) is now available for purchase. Developed to provide true ad-hoc, mobile capabilities to network-centric military communications, the HNR is the first to utilise directive beam technology to achieve higher throughput over longer distances and with enhanced spectrum efficiency.

Swedish fire selects Sepura

Kalmar Fire Brigade in Sweden has selected Sepura terminals for use on RAKEL, the country's digital radio network for public safety authorities. RAKEL is now operational across southern Sweden, replacing over 200 different analogue systems previously in use by the emergency services.

The regional fire brigade of Kalmar is the first Swedish fire and rescue service to use the RAKEL network.

Norway tackles PMR with ATDI

Norwegian regulator NPT is extending its relationship with ATDI Ltd into the private mobile radio (PMR) radio sector. NPT is an established user of ATDI's flagship planning and modelling tools. This announcement confirms it will now be using custom tools based on this software to make optimum use of the spectrum for PMR systems.

mesh network for public safety and wireless connectivity in Los Angeles

Earlier this year, Motorola, Inc joined Los Angeles Mayor Antonio Villaraigosa and Chief of Police William Bratton to unveil a municipal wireless network and video surveillance system in the city's Jordan Downs public housing complex. The system also eventually will expand to supply public wireless broadband access to residents and schools in the area.

The deployment was spearheaded by the Los Angeles Police Department (LAPD) in a partnership with the United States Department of Justice and the Department of Housing and Urban Development. Easy to deploy, scalable and cost-effective, the network encompasses 10 wireless video surveillance cameras and the Motorola MOTOMESH network. MOTOMESH is a multi-radio wireless broadband network that provides WiFi access for the public and enables first responders with critical communications through separate, dedicated and secure access. The Motorola Canopy

wireless broadband solution provides backhaul for the network.

The network provides public safety users with wireless broadband access to critical applications and live video surveillance feeds using Motorola Mobile Video Sharing. With Mobile Video Sharing, officers are able to use their laptop computers or handheld devices to pan across surveillance locations and even zoom in and out on suspected criminal activity, allowing the officers to increase situational awareness and presence in the community. Additionally, Los Angeles city fire units that respond to calls in Jordan Downs will also have access to video feeds provided by the system. The network will also be used to provide residents and public schools in the Jordan Downs area with WiFi access to the Internet.

"Motorola's wireless broadband network allows our officers to have information when they need it most to

manage an incident, to inform first responders as they arrive at a scene aware of what they will face, and to use video to size up an uncertain situation," said Chief Bratton. "Since the cameras were installed, major crime has dropped 32 percent in Jordan Downs in the last two months, compared to last year."

"Los Angeles Police Department officials now have access to real-time information to help prevent situations from occurring or escalating. The ability to share critical data with other first responders, security, and operations agencies further enables quick and effective response to situations," said Rick Neal, North America's vice president of strategy and business development for Motorola.

The MOTOMESH system supports up to four radio networks in a single access point. It enables complete municipal-wide wireless connectivity in both 4.9GHz licensed and 2.4GHz unlicensed frequencies.

consultancy service in Norway

O2 Airwave confirmed that it has won its first overseas contract. Drawing on its expertise as the provider of the UK's emergency service and public safety communications network, O2 Airwave will be supplying a consultancy service to Siemens for the Norwegian public safety radio network. Siemens has entered into a turn-key contract with the Norwegian authorities for the network and will also provide the control rooms in conjunction with Frequentis as well as operation and maintenance of the network. The first users of the network will be the Norwegian public emergency services of fire, police and health.

Richard Bobbett, CEO of O2 Airwave, said, "Having secured long-term service contracts with all of the blue light services and many other public safety related customers in Great Britain, O2 Airwave is keen to expand internationally. The opportunity to provide our consultancy services in Norway is therefore an excellent way for us to showcase the experience and knowledge O2 Airwave has developed from building and operating the world's largest communications network of its type. The Norway project is challenging due to the tight deadlines involved and we look forward to working with Siemens to help ensure timely and effective delivery."

TETRA terminals claim world speed record

Sepura TETRA technology provided successful radio communications during the high speed rail world record achieved by the French TGV (Train à Grande Vitesse) last month.

Commenting, Mr Pierre Minot, President of Etelm, said "Successful audio and data transmission on TETRA was achieved at 574.8 Km/h. An astonishing and remarkable achievement. At such a high speed it is fundamental that the handover between the TETRA base stations is uninterrupted. The Sepura SRM3500 performed flawlessly and enabled continuous communications throughout the speed run."



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➤ The RNLI provides a 24-hour lifesaving service from 233 RNLI lifeboat stations in the UK and Republic of Ireland. Operating a fleet of over 330 lifeboats and four hovercrafts, the RNLI also provides seasonal beach lifeguard units throughout the south west of England.



The Royal National Lifeboat Institution (RNLI) is currently replacing 7500 pagers, which form a critical part of its emergency call out and communications system. The BAPCO Journal reports on the contract...



➤ The new Swissphone DE920 packs even more features and functions than the DE900 model. Such as: 32 RIC as well as 9 alerts/user profiles and 1 expansion profile. Profile selection enables the switching on and off of individual RIC. Another new feature: a frequency synthesizer using PLL technology. This offers a high degree of flexibility when adjusting the receiver frequency thus improving serviceability.

Whatever the emergency at sea, in the United Kingdom the Maritime and Coastguard Agency (MCA) co-ordinates all of the search and rescue (SAR) units and decides whether to launch a lifeboat, scramble a helicopter or call out a mud or cliff rescue team or other rescue service, such as the RNLI.

The RNLI, a charity, provides a 24-hour lifesaving service from 233 RNLI lifeboat stations in the UK and Republic of Ireland. Operating a fleet of over 330 lifeboats and four hovercrafts, the RNLI also provides seasonal beach lifeguard units throughout the south west of England.

Since the RNLI was founded in 1824, its lifeboats have saved more than 137,000 lives. In 2005 RNLI lifeboats rescued 8,104 people - an average of 22 people per day and RNLI Lifeguards assisted 9,930 people.

Following a distress call, the Coastguard then decides which SAR unit is needed to go to the incident, calls them out and manages the rescue. The average time to launch a lifeboat is seven minutes for an inshore lifeboat and 12 minutes for an all weather lifeboat. Lifeboat crews, of which there are over 4,800 members, are mostly volunteers, and perhaps even more importantly, are dedicated and make a major commitment - which could ultimately include risking their lives. They respond at a moment's notice, no matter where they are or what they are doing when the pager goes off.

➤ emergency call out

Paging forms a critical part of the RNLI's emergency call out and communication system (COACS), and earlier this year the service awarded Arqiva with a contract to manage the replacement of 7500 pagers. The contract marks an extension of Arqiva's existing contract to support the

organisation's paging infrastructure. In fact, Arqiva has been working with the RNLI for the past seven years, having designed and built the original full communications infrastructure.

The fully managed replacement contract began roll out in February across the North Region of the RNLI. This area covers from North Berwick to Skegness in the North East of England and Silloth to West Kirby in the North West. It is anticipated that a total of 2500 new Swissphone DE920 pagers will be issued per year for the next three years.

➤ the solution

The system that Arqiva has designed can significantly increase the paging area by using the transmitters of adjacent stations. Also, launch-related messages can also be sent automatically through Arqiva's central monitoring system at Emley Moor to predefined mobile phones as SMS texts. The pagers themselves have on-board charging control, which permits the use of any type of AA cell and can display to the user the approximate battery life remaining. As the pagers use synthesized receivers, it is no longer necessary for the RNLI to buy pagers specifically for the three frequencies used (UK, CI, and Rol) - they are simply programmed accordingly.

Discussing if the paging solution is operated from a central control, particularly in the event of a major incident scenario, BAPCO Journal was advised, "As each Lifeboat Station (LBS) is its own individual charity, the system is designed to enable each user location to have total control of its own operation, with activation being either locally at the LBS by RNLI staff, or by the Maritime and Coastguard Agency by dial-in access. However each station is monitored 24/7 and tested daily over

a broadband connection by Arqiva technicians at Emley Moor who could, in an emergency, trigger the system on instruction from station staff. Apart from this monitoring by Arqiva, there is no central control as such."

performance testing

As part of the deal, Arqiva will also carry out performance testing and offer training to RNLI staff and volunteers before the devices are installed at lifeboat stations across the UK and the Republic of Ireland. Commenting on the deal, Brian Faulkner, Radio Communications Manager at the RNLI said, "Pagers are the cornerstone of RNLI communications and Arqiva understands our specific and mission critical needs. Arqiva is able to supply and manage the best possible solution, ensuring that we have reliable, secure communications for our lifeboats and stations. We have been working with Arqiva for the past seven years and we look forward to continuing our successful relationship."

As part of the contract, the RNLI will also benefit from Arqiva's National Maintenance Centre (NMC), a purpose-built testing facility in Leeds, where all the pagers for the RNLI will be specifically configured and tested prior to introduction across the lifeboat stations in the UK and Republic of Ireland. All ongoing pager maintenance, including repairs and replacements, will also be managed at the NMC.

Concluding, Alastair Davidson, Managing Director of

Arqiva's Public Safety division commented, "The RNLI is a very important customer for Arqiva and we are delighted to extend our work with them. We appreciate the importance of paging solutions for an organisation such as the RNLI and our expertise in supplying high-performance, highly-available, resilient communications services will ensure the RNLI receives the best possible service to enable them to carry out its life-saving work."



Lifeboat crews, of which there are over 4,800 members, are mostly volunteers, and perhaps even more importantly are dedicated and make a major commitment – which could ultimately include risking their life. They respond at a moment's notice, no matter where they are or what they are doing when the pager goes off.

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Delivering mobile data so

'O2 Airwave utilises its unique and unrivalled experience and expertise to deliver mobile data solutions to match even the most complex police force requirements'

Police forces throughout England, Scotland and Wales can now deploy O2 Airwave's proven and secure mobile data solutions to increase the visibility of their patrolling officers, by enabling them to spend less time at the station and more time on the beat.

In the process, these same solutions will enable forces to minimise paperwork and associated costs, reduce the call pressure on control room staff, as well as support nationally recognised quality and performance standards and targets.

O2 Airwave's hosted mobile data solutions are delivered via the robust Airwave Mobile Applications Gateway (MAG) and complemented by a range of device, network and application options.

We offer police forces a single point of responsibility and accountability for their mobile data requirements, from the same company that designed, built and



operates the Airwave network – one of the world's largest, most reliable and most secure public safety networks. The Airwave MAG is embedded within the Airwave network, which is already trusted by the police, fire and ambulance services and a growing number of other organisations with a public safety remit throughout Great Britain.

Flexibility is key

O2 Airwave's mobile data solutions were specifically developed to mobilise access to key police databases and applications, such as the PNC, criminal intelligence, Stop & Search and email. Flexibility of use is implicit with these solutions, which in no way compromise existing voice services. This flexibility embraces a wide range of devices and technology options.

For example, police forces can take advantage of a growing range of mobile access devices – such as in vehicle Mobile Data Terminals, PDAs, Tablet PCs and laptop computers – thus ensuring that patrolling officers (and, indeed other mobile police staff) can always be equipped with the most appropriate device for the task in hand.

The fact that forces can use any combination of bearer network to access the O2 Airwave's mobile data solutions (e.g. the Airwave network, GPRS and 3G) merely adds to their flexibility. And forces can, of course, count on a comprehensive range of in life managed support services.

Dependable, force controlled access

The Airwave MAG administration interface enables the management of officer access rights and provides powerful reporting and auditing tools, allowing police IT departments to retain control of O2 Airwave's mobile data solution. The same interface looks

after authentication, password-protection and other security measures, ensuring the solution can be used with complete confidence.

As importantly, the network that underpins the O2 Airwave's mobile data solutions is designed to keep working in the most extreme circumstances (e.g. a terrorist attack on one or more critical components, conflagration or flood).

Moreover, unlike mobile networks used by the general public, congestion should never be a problem with the Airwave network.

For these reasons, O2 Airwave's mobile data applications are eminently suited to police forces; all of whom have strict security, functionality and availability requirements in relation to mobile access and mobile working.

Getting the most from mobile data solutions

Decision Focus is a business unit of O2 Airwave that's focused on providing management consultancy and business improvement solutions to help police forces to get the best value from their mobile data solutions.

For example, business processes often need to be adapted to maximise the benefits of these mobile data solutions. This is an area in which Decision Focus has a great deal of experience and expertise.

Spending more time on the beat

When you also take account of the fact that O2 Airwave's mobile data solutions are feature rich, low risk and offer a clear return on investment, the argument for them becomes even more persuasive.

Consider the fact that, on average, patrolling officers return to the

Solutions for the front line

station at least twice a shift and spend more than 30% of their time there during each shift.

Providing these officers with mobile access to accurate, timely information and applications – together with the capability to directly input data into force systems – means they won't need to return to base so frequently, which in turn equates to increased police visibility.

Mobile access and data input additionally empower patrolling officers to make better-informed decisions far faster than has hitherto been possible, while reducing the pressure on control room staff. By the same token, command and control can also use the O2 Airwave's mobile data solutions to broadcast instant briefings to officers.

Ensuring the efficiency and effectiveness of street encounters

Now let's consider how Airwave mobile data solutions can benefit policing on the street encounters front.

Studies by several forces have revealed that officers checking suspects in the street can often wait as long as 12 minutes before receiving information on convictions, vehicle ownership and criminal activities.

Worse still, already hard-pressed control room staff are often stretched beyond capacity to fulfil these requests. These factors understandably tend to have a negative effect on staff morale.

They certainly don't promote good relations between the police, suspects and the general public. Suspects can also become increasingly aggressive during such long delays, which can endanger officer safety.

O2 Airwave's PNC and Validate applications allow patrolling

officers to download any available information to confirm identities at the scene. They can also make checks in seconds, eliminating the need for unnecessary voice exchanges and the potential for human error to creep in.

Furthermore, the results can be automatically passed to Stop & Search forms embedded in an officer's mobile device and transmitted back to force systems in real time.

Encouraging the development of mobile data applications

O2 Airwave utilises its unique and unrivalled experience and expertise to deliver real world, mobile data solutions to match even the most complex police force requirements, backed by a comprehensive range of managed support services. As importantly, we continue to work closely with word class, best of breed partners to create an environment that encourages the rapid development and deployment of relevant new mobile data applications – the kind of applications that seamlessly integrate with existing systems in areas such as comm and and control, crime recording management and crime intelligence.

Our objective is to help police forces maximise efficiency, reduce costs and enhance citizen focus. That's why we're so committed to our mobile data solutions and the



reason why we're planning to invest in several trials.

To see what we can do for you, visit our stand (C2) at the TETRA World Congress Exhibition. For more information about O2 Airwave in the meantime, visit www.o2airwave.com, email airwave.sales@o2.com or call +44 (0)1753 557387.

O₂ Airwave



Key points on how C&C has evolved over the last year

Standards

General adoption of standards, both in database and formats for data exchange. For example the adoption of standard database technology for resilience and fallback (Oracle DataGuard and SQL Server 2005 Mirroring), protocols for exchanging data between internal and external systems (XML standards for data and Messaging engines e.g. Biztalk for enterprise integration).

Sensor Integration

Use of enhanced sensor technology to provide information for decision makers: for example automatic alerts can be generated by intelligent CCTV (generated when a vehicle parks in a sensitive location or bag is left unattended), Radio Frequency Identification (RFID) to identify people and property, sensors to measure temperature, traffic, chemical and biological agents, life signs, etc.



SunGard Command & Control with DS2000 ICCS
– image courtesy of the Highways Agency

an intelligent command

Command and control applications ensure the efficient management of resources and the response to incidents, yet as emerging technologies have more and more impact on the control room equipment, we take a closer look at how the command and control systems are evolving. This two part feature will address the use of VoIP and perhaps even more importantly interoperability and collaboration. To begin, we take a closer look at the current trends...

Traditionally managing the emergency call handling process, command and control systems (C&C) have focussed on assisting control room staff in identifying and mobilising the right resources for each incident. What's more C&C is generally seen as the hub of emergency service organisations, predominantly because it is the route through which most calls for assistance are reported.

Howard Papworth, Intergraph explains, "Automated lookups (based on EISEC landline and mobile location data), resource recommendations (based on personnel skills, availability, AVLS and street network routing) make this process relatively fast and straightforward.

"However, many of the calls to police call centres are not life threatening; they are other, non emergency or enquiry calls from the public. These calls remain the most common way that public contact the emergency services and the numbers are likely to increase still further with the advent of the Single Non Emergency Number (SNEN). C & C systems need to be able to handle these enquiries to provide a better quality of service to the public. The call taker needs to know that someone called yesterday, the nature of the call and whether it was dealt with satisfactorily. Many of these calls will result in follow up actions that do not involve blue light action."

Matthew White, Ordnance Survey, Senior Geographic Information Specialist comments, "When it comes to

responding to incidents, there is nothing like being in the right place at the right time. Improving emergency response times, aiding response and recovery by directing crews effectively to the scene and dispatching the most appropriate resource to attend an incident means that there is a growing need to ensure that command and control solutions make increased use of accurate and up-to-date geographic information. Geographic information is pervasive in front-line emergency response. To meet these growing challenges Ordnance Survey provides geographic information that is benefiting emergency services. OS MasterMap for example, provides the level of accuracy and currency which is critical to any command and control solution. Whether it is using OS MasterMap Address Layer 2 to search for an address or using OS MasterMap Integrated Transport Network Layer to route appliances to an incident it is imperative that operators have access to the most accurate and up-to-date geographic information in order to save lives and/or property. Emergency services are under increased pressure to deliver improved services at reduced operating costs and therefore the challenge is to ensure that command and control solutions make use of accurate and timely geographic information. This is one of the key trends, which Ordnance Survey has recognised across police authorities, fire services and ambulance trusts."

For maximum effectiveness, as pointed out by David White, Sungard Vivista, the C&C should integrate with many other systems such as HR to receive details of personnel and their competencies; a corporate gazetteer for location information; an intelligence system to share information on people and locations; and communications systems to enable effective communication between the control room and resources. However, command and control is often implemented in isolation or with limited interoperability. SunGard believes this cannot continue; there is becoming greater emphasis on integration and command and control is central to this.

SunGard's Command and Control system was built as a suite of interoperable components with open, standards-based APIs to enable data to be shared with other systems and organisations. For example, this is being used by the Highways Agency to enable incidents to be passed between police forces and the Agency's Regional Control Centres, which means data can be shared quickly and accurately, thus enabling a better response to the public.

The system also integrates with SunGard's ICCS, enabling closer interaction of communications and IT, and more efficient communication between officers and the control room. These interfaces can also be used to deliver mobile data, thus providing higher quality

information directly to those who need it, when they need it, wherever they may be located.

➔ evolving systems and current trends

The changing and increasing national threats are driving solutions to focus on improving and enhancing the operational capability of the user both individually, as part of their organisation and inter-organisation. Dr. Mark Bentall Chief Technical Officer, EADS DCS & SDC adds that this has led to a broadening of capabilities with the key trends focusing on: situational awareness (location, visualisation and augmentation); synchronisation (right information at the right place at the right time to enable improved decision making; and interoperability (operational, regional, national and international).

"The integration of ICCS with command and control systems is important," points out Duncan Gerrard, Senior Consultant, APD Communications. "Useful facilities include the ability to pre-populate incident details based on Calling Line Identity and subscriber details, or to make calls from details stored on the command & control system. Cortex, APD's ICCS, uses the industry standard XML protocol to integrate with all of the major Command and Control systems available today.

"I believe that the current trend is towards a high degree of integration of presentation, with all of the

integration

For maximum effectiveness, as pointed out by David White, Sungard Vivista, the C&C should integrate with many other systems such as HR to receive details of personnel and their competencies; a corporate gazetteer for location information; an intelligence system to share information on people and locations; and communications systems to enable effective communication between the control room and resources.

Green light for Blue light services

Technology services for mission critical networks

People say "actions speak louder than words" but in emergency situations actions need to be co-ordinated to guarantee the safety and security of everyone involved. In such emergencies, communication is vital and your communications network needs to be at the peak of its efficiency and operation. **telent** can help to improve your network's performance and maintain it to the standard required.

telent is a technology services company with a rich heritage of planning, building and operating mission critical networks. A number of emergency services rely on **telent** to support their networks. Our service specialists and dedicated Secure Service Centre help to deliver greater efficiencies, meet performance targets, drive economies of scale, manage assets and improve security and public safety.

Our Customers in the Emergency Services sector have given **telent** the 'green light' to keep their networks safe and sound. Why don't you?

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Intergraph's I/CAD

Public transport policy (PTP, previously the SBB rail police), part of Securitrans, uses Intergraph's I/CAD command and control system. The organisation has responsibility for protecting the entire network, infrastructure, passengers and personnel of the Swiss federal railways (SBB).



communications resources available on a single screen. However this could end up reaching saturation point where trying to cram too much information into a single screen is a step too far. Screens may become cluttered and less easy to use. It's a question of establishing a balance between data availability and usability," he concludes.

However, it is important to note, as pointed out by Papworth, that C&C systems cannot view their operational world in isolation; they need to share information both with other internal systems to streamline workflows and with other external organisations to support a wider regional and national operational picture. Data needs to be entered once at the point of call and fed automatically, based on the type of data, to other related systems. Automatic, electronic links to other organisations within an area to share resource and incident data between neighbouring services (e.g. local government, highways agency, other emergency services, etc.) are required to support the key drivers of the Civil Contingencies Act.

➔ integration is key

The need to integrate systems both within an organisation and between organisations is increasing. The London terrorist attacks in July 2005 highlighted the need for the emergency services to share information in order to provide a more effective response. It is not only the increased terrorist threat that will drive this forward; natural disasters such as Boscastle and major incidents such as Buncefield mean that the emergency services need to be able to provide a more coordinated response. With the rollout of Airwave across the services, they will have interoperable communications; it is a logical progression to be able to share data through interoperable command and control systems.

SunGard has been at the leading edge of incident exchange through its contract with the Highways Agency, which is responsible for responding to minor and non-crime incidents on the motorways. Since calls are

typically received by the police in the first instance, there needed to be an efficient way of passing data between the police and the Highways Agency. SunGard Command and Control already had an incident exchange capability but this has been enhanced to interoperate with other vendors' systems to not only pass the initial incident details but also updates in both directions.

Another area for command and control development is to make better use of information. This includes retrieval of information from other systems to provide a more informed response to a situation, and passing information captured in command and control to other systems, such as crime and intelligence, for further investigation and analysis. The volume of information available to an operator continues to rise and, as a result, command and control systems will become more intelligent to help the operators make decisions and to recognise patterns that might otherwise go unnoticed.

In five years time, the Olympic Games will come to London. This will provide a real focus to delivering the points described above since, although centred on London, events will be held at many venues around the UK: the need to share information, processes large volumes of data, and provide a unified response to any situation that might arise is clear.

Bentall adds, "We are also likely to see increased mission critical data combined with very high bandwidth supplementary services. This new content will provide new opportunities to exploit information that is currently not foreseen. This demands technologies that enable adaptive solutions to support the uncertainty of future needs and opportunities without the need for major changes to the underlying solution."

Gerrard also suggests that there will be an increasing use of 'virtual control rooms', so that a number of services can share a single system, necessary for joint control rooms. "We have deployed such integrated communications solutions at Wiltshire and Isle of Man police forces. Virtual control rooms can also be created from a number of separate control rooms and positions. This can improve the flexibility of operations, particularly for fallback and out-of-hours working."

The growth of citizen journalism will also play a part in shaping ICCS and C & C technologies. Multi-media communications such as mobile phone camera stills and video clips captured by the public will become valuable data and therefore have to be managed within systems.

Finally cost of ownership will decrease, as voice & data converge, Voice Over IP becomes further utilised, and off-the-shelf hardware receives wide spread availability.

next month...

To conclude our feature on command and control systems, next month we report on the impact that both VoIP and the need for collaboration is having on C&C, covering scalability, performance, reliability and interoperability. In addition, next month will also contain an in-depth article on the fire service regional control centres.



Critical Information When it's Most Needed

→ In emergency situations, responders can be overwhelmed by information arriving in different forms from an array of sources.

Their task is further complicated by the need to coordinate with a broad range of response organisations.

By integrating this data within a map, all relevant information can be delivered to responders' fingertips in clear, actionable forms enabling them to quickly understand the situation on the ground and effect an appropriate response.

For more than 17 years, Intergraph has been building solutions for the public safety enterprise – improving emergency response and protecting the lives of nearly 500 million people around the world.

Learn more about Intergraph's collaborative solutions for public safety at BAPCO 2007:

Presentation 1 in Workshop 2 on Wed 25th April and on Stand 318.



INTERGRAPH



mapping out command and control

Surrey Police is set to make use of Ordnance Survey's most detailed mapping data within command and control operations...

➔ *Surrey Police brings its command and control system mapping into the 21st century with clearer, more up-to-date maps. The database driven approach to its implementation will enable the re-use of the data in other business areas.*

Surrey Police is one of the first police forces in Great Britain to go live with OS MasterMap Topography and Integrated Transport Network (ITN) Layers for operational command and control as part of their Intergraph computer-aided dispatch system.

Upgrading from Land-Line to the OS MasterMap Topography Layer and from OSCAR to the OS MasterMap ITN Layer with Road Routing Information (RRI) will provide Surrey Police with fantastic tools to ensure that its resources are deployed in the best possible way.

The detail that is afforded by the OS MasterMap Topography Layer, Britain's most detailed digital map with over 400 million features, including the position of individual buildings, gardens and street furniture, will help operators respond to 999 calls as well as provide a valuable tool for operational planning and incident response. Surrey Police will now be able to be more specific about the location of an incident, the potential risks nearby and attribute any feature with their own information.

➔ **intelligent data**

The OS MasterMap ITN Layer contains 99.21% of road links and more than 740,000 named roads across the country. RRI is intelligent data that accompanies ITN showing, for example, narrow streets, one-way roads and road bridge weight restrictions, so these obstacles can be avoided. The ITN Layer with RRI is the most detailed transport mapping network available and should prove a valuable resource to officers both in a command-and-control environment and in the field.

Greg Brown, Surrey Police's Applications and Support Manager, was eager for the service to reap the benefits of Ordnance Survey's detailed datasets. Explaining, Brown says, "OS MasterMap Topography Layer and OS MasterMap ITN Layer offers us the detail and accuracy you'd expect from Ordnance Survey, but that was not the only feature that attracted us.

"The ability to attribute certain features or places with our own information gives us an excellent instrument for command-and-control operations and incident planning and response."

Peter ter Haar, Product Director at Ordnance Survey with responsibility for OS MasterMap, adds, "We're delighted that Surrey Police have become one of the first police authorities in the country to strengthen its command-and-control functions using our data.

"One of OS MasterMap's key strengths, apart from its depth of detail, is its interoperability with a wide variety of datasets, allowing for complementary datasets such as the OS MasterMap Topography Layer and OS MasterMap ITN Layer to be overlaid and utilised simultaneously."

Brown feels the advantages of using Ordnance Survey data will be huge and long lasting. "Adopting OS MasterMap Topography Layer and OS MasterMap ITN Layer has enabled Surrey Police to bring its command-and-control-system mapping into the 21st century with clearer, more up-to-date maps. A database-driven approach to its implementation will enable us to reuse this data in other business areas, gaining maximum benefit for the investment made."

BAPCO



THE BRITISH ASSOCIATION OF PUBLIC SAFETY COMMUNICATION OFFICERS

President Address

Setting the scene for a changing world



As I write my first foreword as President of the Association, I should start by introducing myself to those of you who do not already know me. After 34 years in the Ambulance Service, 17 of which were spent in a Control/Communication Manager role, I retired in May 2006. In spite of this, I am busier than ever in my role as a part-time communications manager to the East of England Ambulance Service and as a member of some committees at the Department of Health; for whom I continue to do some ad hoc project work. I also was the strategic commander (Communications) during the rail crash major incidents at Hatfield in 2000, Potters Bar in 2002 and the RAMP re-patriation arrangements for military casualties in the Gulf War conflict and I took a lead role around the control element of the Buncefield Oil Terminal fire.

I hope that my introduction has set the scene for my year as president which I know is going to be both challenging and exciting although I am not sure in which order! I am looking forward to meeting with as many members as possible during this coming year, and especially look

forward to working with my fellow Executive colleagues and Regional committee members. I cannot emphasize how strongly I feel the benefit provided by the regions gives both to the executive committee and to the commercial members in determining the way forward for the association.

I feel I need to make special mention of the work that is taking place in Europe on BAPCO's behalf by Kevin Robson and our Chief Executive, Ken Mott. The representation that BAPCO enjoys on the various committees in Europe, is not only important to BAPCO and its members but to the wider civil contingency family in the UK.

I would also like to thank my predecessor Tim O'Connor for the sterling work that he did last year; especially the work around the Training and Accreditation Project. This is another area that I hope we can continue to develop over the next few years.

A big challenge that I feel we must face is our ability to interface and work with other representative groups to assist in enabling true interoperability; both on a daily

basis and on the, thankfully, rarer occasions of both natural and contrived disasters. This work has already started through the association hosting meetings of the Ambulance Service Association (ASA), Association of Chief Police Officers (ACPO) and Chief Fire Officers Association (CFOA) at the Annual Conference. It is imperative that we continue this work, in order to ensure that we assist both our members and the public

For those of you that attended our annual conference, I hope that you found it both enjoyable and informative and would like to emphasise that we welcome any feedback as it is important for future planning that we deliver what the membership require.

I am sure that we all recognise that in this changing world, the next year is going to be very challenging. However, I am confident that with the leadership of the Executive Team and regional teams and support of the members, 2007/08 will be a successful and fruitful year for the association.

Ray Trotter
President

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CAG Remarks

A new chair and a reformed CAG

As the BAPCO annual conference and exhibition close, Dave King of telent, has been appointed as the new chair of the BAPCO Commercial Advisory Group (CAG)....

Hello to all BAPCO Journal readers. As the May issue goes to press, I have been appointed as the new chair of the CAG. One of the first elements of my role, I would like, on behalf of all CAG members, to say a big thank you to the outgoing chair, Peter Prater, for all his efforts over the last few years. I hope that I can continue to bring the enthusiasm and 'can do' attitude that Pete exudes. Furthermore, all BAPCO members who know Pete will understand exactly what I mean, so thanks Pete and good luck in the future.

Well, who am I? I am the head of the emergency services division for telent and have been in IT and telecoms since my BT apprenticeship in the 80's. Since then I have been a technical engineer, project manager, service manager, sales manager and now a divisional manager. This being the case, I hope I have a fairly rounded view on all aspects of ICT work. In addition to which, as I have worked (and continue to do so) within the public sector for the last 18 years a reasonable amount of market knowledge.

My initial aim as chair is, quite simply, to ensure that CAG continues to grow, and as its name suggests, as an advisory group thereby ensuring that BAPCO, as an organisation, achieves one of its key goals of becoming a centre of excellence for advice on ICT for civil

protection providers and users.

In today's world it is not just technology that continues to evolve and change, but also the whole approach in which we work and how we conduct, as well as achieve, our daily tasks. Independent bodies such as BAPCO, I believe, can and should play a big role in helping all groups, be they end user officers, or civil servants in understanding the complete picture of what ICT involvement actually is. Within BAPCO we have a very diverse cross section of members ranging from: control room operators; ICT managers; operational police, fire and ambulance staff; emergency planners; ACCs; Deputy Chief Fire Officers, as well as company directors, consultants and engineers from over 70 commercial organisations. This is a huge and varied knowledge base ensuring advice, white papers, views from BAPCO and so forth are truly represented from its wide range of members and, perhaps even more importantly, are worth the paper they are written on.

In concluding my first column, I would also like to use this opportunity to welcome comment from all BAPCO members to ensure we meet and rise to the requirements of each of you.

Dave King

Chair, Commercial Advisory Group (CAG).

BAPCO Limited - Profit and Loss Account for the Year Ended 31 December 2006

	2006		2005	
	£	£	£	£
Turnover				
Subscriptions	32,250		33,334	
Regional seminars	25,226		16,407	
BAPCO 2006	130,496		-	
BAPCO 2005	-		135,694	
Project MESA sponsorship	-		2,450	
Project income	16,543		-	
Other income		204,515		187,885
Sundry receipts	1,049		250	
Interest receivable	4,676		4,400	
		5,725		4,650
		210,240		192,535
Expenditure				
Insurance	3,161		2,602	
Secretarial wages	41,811		24,615	
Patron fees	5,000		-	
Computer costs	324		-	
Telephone/fax	939		591	
Stationery/printing	2,877		3,042	
Presentation items	37		197	
Exhibition and conference expenses	704		-	
Car mileage	7,287		4,976	
Subsistence	105		1,136	
Accommodation	2,402		19,830	
Travel expenses	11,477		28,286	
Car parking	457		42	
APCO - USA	7,319		13,994	
Postages	1,829		1,767	
APCO - Australia	7,385		3,399	
Equipment	121		-	
Project MESA	2,035		-	
Miscellaneous	-		80	
APCO - Canada	1,891		-	
ETSI	1,924		-	
EAPCO	240		-	
Accountancy fees	1,590		1,320	
Exempt input vat calculation	(2,610)		(666)	
Affiliation fees	1,420		2,604	
Consultancy fees	36,000		19,135	
Room hire	-		1,655	
Exhibitions	49,208		24,392	
Internet	1,870		9,000	
BAPCO 2006	20,468		-	
BAPCO 2005	-		21,427	
Donations	807		224	
		209,078		183,648
		1,162		8,887
Finance costs				
Bank charges		298		329
		864		8,558
Depreciation				
Fixtures and fittings		654		531
NET PROFIT		210		8,027

BAPCO

Report of the Executive Committee for the period 1st April 2006 to 31st March 2007

Introduction

BAPCO in representing all three Emergency Services is strongly placed to advise and recommend in the Public Safety Arena. It is totally independent with its only agenda to deliver the best possible service to the public through Communications and information management systems.

The current Trials and Investigations reported in the Media, remind us that complacency is not an option and our Emergency Services need to be properly prepared for any Public Safety Disaster, whether Man Made or Natural.

Our Strategic Mission Statement is 'To be the centre of excellence in the British Isles for the provision of information, advice and support relating to public safety/civil contingency communications and information management systems for the benefit of the public and the safety of users'

This needs to be driven and understood by all members of BAPCO as we move forward into a dynamic and challenging time ahead. The Government are demanding more value for money with an ever increasing agenda of Change which demands of our Professional Emergency Service Providers a flexible and far reaching approach to achieve desired aims. BAPCO can assist in the processes, especially with our USER led forums and expertise.

The Civil Contingencies Act continues to be a vital piece of legislation within the Public Safety Community, responsible for managing change and enabling proper provision of Emergency Services through all the relevant Agencies. BAPCO continues to look at ways of reaching those Organisations listed as Category One and Two responders as it continues to be the case that these Organisations will always be the backbone of developing and managing the Public Safety response.

Our Road Shows continued this year covering subjects as lessons learnt from the 7/7 bombings and the critical response which would have to made to a Pandemic Outbreak. They also provide opportunities to see and discuss with Suppliers developments in Technology and how these advances can be used effectively in Operational Situations. Users have the opportunity to discuss and express their views which are invaluable in enabling BAPCO to represent at all levels key issues in the Public safety Arena.

Throughout 2006 BAPCO continued to provide a key role in the work of International Standards with Interoperability at the heart of efforts.

We continue to provide a BAPCO presence on the ETSI committee (European Telecommunications Standards Institute) and also Project MESA Committee.

We also signed an International commitment to the 'Global Alliance' in October 2006 which brings the APCO families of USA, Canada, Australia and BAPCO together in order to push forward an Agenda which will benefit the International Community and enable Best Practice to be shared. The first meeting took place in February 2007 in Australia which started to set an agenda and the second meeting will take place at our Exhibition and Conference in April.

The Conferences and Exhibitions which take place in Canada, USA and Australia continue to be well attended and influential. Government Ministers in those Countries are increasingly becoming more aware of Public Safety and the role of APCO.

During the latter part of 2006 the Executive Committee held conducted a review of the Strategic Development Strategy for the and produced what I believe is an exciting vision for the future. This Development Strategy set high level goals which concentrate on developing member

benefits and focuses on ensuring that the principle of a user led organisation is enforced and strengthened by providing greater levels of support and resources to the Regions.

Each year the Strategic Development Strategy will form the basis on which the Executive Committee will produce an Annual Business Plan against which it will be accountable to the Membership. The first of these Business Plans has been implemented and published in the BAPCO Journal and will be explained in detail at the Annual General Meeting

Training and Accreditation continues to progress under the BAPCO and ACPO (Ass of Chief Police officers) with every Police Communications Room in England having a Basic Communications manual for their new Operators. This has been well received and working with Centrex (Police Training), Accreditation is currently being developed to complete the opportunities for Operators. The Fire Service and Ambulance Service are currently experiencing Organisational change but we are hopeful they will wish to benefit in the future.

There is much more to discuss but I am conscious that a lot of information will emerge as we go through the Business Plan.

Executive Committee 2006/2007

The Officers of the Association elected at the Annual General Meeting on the 26th April 2006 were:

President - Tim O'Connor (Kent police)

President Elect - Ray Trotter (East of England NHS Ambulance Trust)

Vice President - Ian Readhead (Hampshire Constabulary)

Past President - Andy Norton (Cheshire Fire and Rescue Service)

The Regional Representatives, who were elected locally by their membership, are as follows:

Scotland - Paul Sharp

North West and North Wales - Susan Parke-Hatton

North East - Ian Thompson

West Midlands - Maurice Worsell

East Midlands - David Seelhoff

South West and South Wales - Tracy Quinn

South East and London - Tim Marjason

Other members of the Executive are:

Commercial Advisory Group - Peter Prater

Representing CFOA - Olaf Baars

Ambulance Service Ass - John Burnside

Report on the BAPCO Association 2006/2007 Business Plan

BAPCO is a dynamic organisation identifying, for all public safety/civil protection services, the appropriate technological solutions and benefits that underpin the essential services for the public and for the benefit of members.

BAPCO has in place a five year Strategic Development plan set in 2002 which has been revised annually to ensure it meets changing requirements. A new Strategic plan has been set this year and will be presented at the AGM on the 25th April 2007. The annual Business Plan reflects and implements the annual amendments.

All three recognized 'blue light' emergency services are experiencing dramatic changes and challenges to their structures and organisations. The Association must play a part in advising Government Ministers, policy makers, user stakeholders and key opinion formers as to the best way forward to meet the requirements and demands of communications

and information management systems in the future.

At the heart of the strategic plan is a driving force to shape the Association in a way that enables it to respond to emerging changes and challenges to achieve its Purpose as defined in the Constitution and By-laws.

The strategic plan as refined by the Executive Committee along with the Chairs and Secretary's of each Region has a number of strategic goals and associated objectives which have now been incorporated in the future Business Plans.

The Strategic Plan had a number of Strategic Goals and associated objectives which were incorporated into the Annual Business Plan for 2006/2007.

STRATEGIC GOALS

The Strategic goals of the 2006/2007 Business plan are to:

- Position BAPCO as a major influence in the Public Safety/Civil Protection communications and information management arena.
- Continue to deliver benefits to the Public Safety/Civil protection services and individual members of the association
- Continue to be a major influence internationally.

KEY OBJECTIVES

The key objectives of the 2006/2007 Business Plan are detailed below:

(a) influencing and advising

BAPCO must be positioned in order that it is a key organization that delivers advice and solutions to Government, policy makers, stakeholders and opinion formers. The Executive Committee will actively monitor policy initiatives, produce white papers, etc. and work to ensure the views and concerns of BAPCO are articulated.

Delivered- Your Executive continues to promote the influential positioning of BAPCO. We are being recognized by a number of influential bodies and during the year we were invited to give evidence to a Treasury Review Body examining interoperability and also invited by the Foreign and Commonwealth Office to be the technical users in a consortium entitled Team UK being set up to provide advice on public safety and border controls to the Government of Romania.

In addition to the two outlined above the Association currently involved as user representatives in two consortia that were successful in obtaining grants from the European Union.

The first of these two projects, Project NARTUS (PSCE) is to develop a pan European User Forum through which a consensus user requirement can be developed and used to influence governments, policy makers, standard making bodies, regulators and users.

The second project, Project CHORIST, is to develop, in co-operation with a number of consortium partners, including industry and research organizations, a pre-operational version of a system made of the following subsystems:

1. a fully integrated and reliable alert chain delivering alerts to authorities with inputs from diverse sources, disparate agencies and citizens;
2. various communication means (audio, TV, sirens, GSM...) to dispatch messages from authorities to as many citizens as possible within the crisis area and with limited delay;
3. secured, rapidly deployable and interoperable voice and high data-rate telecommunication systems (incl. ad-hoc networks) for crisis response teams.

In both projects BAPCO is taking the lead role in the co-ordination and input of pan European public safety user requirements and to ensure that we comply with all the requirements of both projects, Kevin Robson has been appointed as European Projects Manager.

(b) Governance and Finance

During 2004 the Elected Officers and Chief Executive Officer commenced a review into the long term governance and financial position of the Association. This review is concentrating on the role, purpose, structure

and resources required to take the Association forward over the next 5 to 10 year period. During 2006 this Review will be completed and the results will be presented to the Executive Committee for consideration and appropriate action.

Delivered - As stated in the 2005/2006 report, Past President David Hilling submitted his report and following consultation, it was again discussed by the Executive in June 2007. This resulted in agreeing a new Strategic Plan (to be presented to the 2007 AGM). As Finance continues to be extremely important to the future of BAPCO, a further working group was set up to continue investigations as to how further funds could be achieved to enable BAPCO to achieve greater support in administration and move forward on key agenda issues.

(c) Marketing and Recruitment

In the changed environment that BAPCO is now operating it is important that a position and credibility is created that clearly demonstrates that the Association is able to meet and be in front of new challenges facing public safety/civil protection service delivery.

The Marketing and Recruitment Working Group, which is a permanent advisory group within the Association, will continue to pro-actively monitor developments and issues in public safety to ensure that the following areas are enhanced or developed:

- Positioning of the Association to reflect ongoing change
- The ability to 'influence' within the public safety environment
- Recruitment, retention of members and members benefits
- Maximising the Associations impact through the Journal, joint events and other media.

Delivered- The Executive have set up a new working group to deliver this aspect of our business recognizing that it has largely been inactive.

This is one of a number of working groups with its terms of reference as follows:

"To provide a source of expertise, advice and guidance to the BAPCO Executive Committee on all matters relating to the promotion and marketing of the Association, recruitment of members and benefits, either corporate or individual, attaching to membership of the Association."

NB: This is a Standing Committee of the Association the membership of which will be reviewed by the President by 31st January each year

NB: As the Journal and the web site are seen as primary marketing tools, it is proposed that the Marketing and Recruitment Advisory Committee per se be responsible for a continual review of the Journal and web site without the necessity to establish another Work Group.

(d) BAPCO Bursary

In line with decisions taken in 2005, the Bursary remains suspended and will be re-introduced in 2008.

(e) Communications

The strength of BAPCO is that it is a 'user led' organisation.

It is, therefore, important that the two way lines of communication are clear and efficient and that there is a structure and processes in place through which a regular exchange of information and ideas is facilitated encouraged.

The Executive Committee will look to establish a more interactive dialogue with members building on the success of special interest groups, regional road shows and workshops.

In addition the Executive Committee will continue to explore ways in which the Journal and Web Site can be improved and extended to further engage the Associations membership.

(f) Regional Events

Over the past year all regions have planned and held events for their members. Whilst it should be noted that the events have at times been

attended by a low number of members and, indeed on occasions have had to be cancelled, the view of the Executive Committee is that regional members meetings are an important member benefit and an important interactive part of the process of consultation with the membership, and as such, central support to help organise, market and run the events will continue to be made available. The Regions have been pro-active in achieving more activity within their respective areas.

(g) BAPCO Journal

During the year publication of the BAPCO Journal was transferred from Datateam Publishing to Hemming Group Ltd.

As Brintex Ltd, who organize the Association's Annual Conference and Exhibition, are a wholly owned subsidiary of Hemming Group, this in effect means that the major marketing tools of the Association are now under one roof which is a huge benefit as they can be better co-ordinated in the future.

Dawn Read continues to be the editor and the production team has been increased.

The change of publishers enabled a review of the Journal to be undertaken and several changes on format and lay out have been implemented.

(h) Web Site

Because of the fragmentation of our marketing tools, there were in fact three web sites that served the Association:

- BAPCOJournal.com for the Journal
- BAPCO.co.uk for the Annual Conference and Exhibition
- BAPCO.org.uk for Association matters

It has been recognized that this is not a situation that should be allowed to continue and work is in progress to update the Association site and create one home page that will serve all three of the requirements.

(i) Training and Accreditation

Through the Training and Accreditation project currently being undertaken, the Association will establish itself as the pre-eminent body for Public Safety/Civil Protection Communications Centre Operators accreditation and training in the UK.

During 2005/2006 the project will deliver a development and accreditation pathway suitable for all Public Safety/Civil Protection Services Communications Centre Operators.

The Training and Accreditation has delivered significant results over the past year. A full time project manager, Brian Hills, having been appointed, brought with him a wealth of experience and expertise from the Police Call Handling project. He delivered the Basic Training Manual for Police Call Takers and this currently in use in all 43 Police forces in England. It has been well received by the user community and all believe that it professionalises the role of Call taker.

Accreditation of the training is currently being undertaken by Centrex (The Police Training college) thus ensuring BAPCO are able to point to a training course that is formally recognised.

In addition contact has been made with the professional bodies representing the Ambulance and Fire Services to understand how the product could be used within their respective control centres. The Fire Service are now in a position where they can view our Training Manual with a view to using the product in their Control Rooms.

(j) Meetings and Seminars

The provision of regional meetings and nationally organised seminars along with the annual conference and exhibition are a major component of the member benefit strategy.

During 2006/2007 the Executive Committee will continue, and reinforce, the proven planning process for the annual conference and exhibition to ensure its growth and the unique position that it enjoys in Europe is maintained whilst balancing the requirement to change to reflect the environment within which the Association functions.

The Executive Committee will also ensure that, as part of a structured programme of events, a series of high quality, timely and relevant "one day seminars" are provided in the north, central and south of the country.

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Delivered - Annual Conference and Exhibition

In April 2006 the Annual Conference and Exhibition was held at the Business Design Centre, Islington, London. The event was judged a success by the Organising Committee, a view endorsed by the Executive Committee following analysis of the feedback provided through the post event analysis of delegate and exhibitor questionnaires.

As is customary at the Gala Dinner a collection was made for two charities namely a Children's charity and the East Kent Hospice.

With a combination of pledges made prior to the Dinner from our commercial colleagues and donations made on the night by individuals a total of just over £4,000 was raised. Both Charities have asked that a note of thanks be placed on record.

In respect of the facts and figures, the conference and exhibition 2004, 2005 and comparator 2006 figures are provided below:

	2006	2005	2004
Conference Delegates	205	190	230
Exhibition Visitors	895	1086	883
Floor Space Sold	Sold Out	Sold Out	Sold Out
Profit to BAPCO	£130,496	£135,694	£116,810

Regional Road Shows

During the period under review three road shows were staged. The events took place at the following locations:

- Bampton Race Course, Huntingdon
- Emergency Planning College, Easingwold
- Police College, Bramshill, Basingstoke

The events attracted some 205 registered delegates although at each event there were a number of 'no shows'. From all three events a total of 43 new members were gained. Importantly many of these new members are Local Authority and Health service professionals and as such form important target areas for BAPCO growth.

A significant amount of information was collected via the feedback forms which indicated solid support for events and provided valuable ideas for future road shows.

Commercial Advisory Group

The Commercial Advisory Group (CAG) has continued to meet regularly throughout 2006/07 in order to maintain and foster the close links that exist between BAPCO's users and commercial members, links that are fundamentally important to the success of the Association.

The membership, which is drawn from a number of companies represented within the Commercial membership, support BAPCO's activities in a number of ways and have been involved in the BAPCO 2007 Steering Group, the annual Chair and Secretaries Strategy Day and the working groups established to implement the 2006 Autumn Road shows.

Our members will also sit on Regional Committees to facilitate vital communication links between the Regions and the Group while we also contribute regularly to the BAPCO Journal through the CAG Column. Commercial membership, participation and sponsorship of BAPCO is an

important factor in the success of the Association

In the coming months CAG looks forward to providing continued support to the Association and will continually seek further outlets through which to participate.

Membership

At 31st March 2006 membership of the Association stood at 1211. On 31st March 2007 this figure had risen to 1231, a net gain of 30 members (2.5% which compares with 2.1% the previous year)

The number of members in each Region was as follows:

Scotland	53
North West/North Wales	164
North East	124
West Midlands	76
East Midlands and Anglia	126
South West/South Wales	249
South East and London	392
International	47

Membership was broken down into the following categories:

Active	768
Associate	18
Commercial	390
International	47
Life Members	8

The 'User' membership came from the following public safety service providers:

Ambulance	60
Fire	220
Police	358
Emergency Planning	35
Government	86
Utilities	2
Other	21

During the period under review a total of 194 new members were registered whilst 175 resigned because of retirement or changes of duties – an annual wastage of 14.4% (in 2005 -2006 the wastage figure was 13.7%, in 2004 – 2005 it was 8.3 % and in 2003 – 2004 it was 14.7%)

Conclusions

The past 12 months have proven to be busy and productive for the Association.

We have concentrated our efforts in a number of key areas with very positive results.

BAPCO recognizes the need to respond to a changing and challenging environment and has put in place a Strategic Development Strategy including a number of working groups that will support our membership.

These Working groups are:

Work Group One - Marketing and Recruitment Advisory Committee

“To provide a source of expertise, advice and guidance to the BAPCO Executive Committee on all matters relating to the promotion and marketing of the Association, recruitment of members and benefits, either corporate or individual, attaching to membership of the Association.”

NB: This is a Standing Committee of the Association the membership of which will be reviewed by the President by 31st January each year

NB: As the Journal and the web site are seen as primary marketing

tools, it is proposed that the Marketing and Recruitment Advisory Committee per se be responsible for a continual review of the Journal and web site without the necessity to establish another Work Group.

Work Group Two – Annual Conference 'In House' Risk Assessment Working Group

“To conduct a risk assessment of the proposal for the Association to bring the organisation and running of the Annual Conference and Exhibition 'in house' and report to the Executive Committee by 31st August 2007”

NB: This is a Work Group formed to address a specific issue that requires a clear delivery date.

Work Group Three – Annual Conference and Exhibition Advisory Committee

“To provide support and public safety/civil contingency user and industry expertise to Brintex Ltd to ensure that the Annual Conference and Exhibition addresses the current and emerging issues facing public safety/civil contingency professionals, technological developments and continues to grow and be the primary conference and exhibition for such professionals in the British Isles, Isle of Man, the Channel Isles and Europe”

NB: This is a Standing Committee of the Association, the membership of which will be reviewed by the President by 31st January each year.

Working Group Four – Annual Road Show Programme Working Group

“To organise, market and run a programme of three road shows each year that are inter-active and address current and emerging public safety/civil contingency issues and publish a White Paper detailing the outcomes from the meetings by 31st December each year.”

NB: Although this will be a sub-group of the Annual Conference and Exhibition Advisory Committee, the regions will be responsible for nominating a representative from their region to be a member of the Working Group and these nominations must be submitted to the Executive Committee by 31st January each year. A representative of this Group will also be a member of the Annual Conference and Exhibition Advisory Group to ensure that the programme is part of a structured approach to the capture of user requirements, current and emerging issues and technological developments.

Working Group Five – Financial Resources Advisory Committee

“To conduct research to identify additional and/or alternative sources of revenue and make initial recommendations to the Executive Committee by 31st August 2007 and thereafter monitor the market place to ensure that any opportunities for additional and or alternative sources of finances are identified and pursued.”

NB: This is a Standing Committee of the Association, the membership of which will be reviewed annually by the President by 31st January each year.

To conclude, BAPCO has taken significant steps to progress the image and role of our organisation. The Journal, in its new format, should provide a refreshing style and hopefully encourage more debate.

Our commercial members have invested their time, energy and funds into the Association, a clear signal that they believe BAPCO to be an important route into public safety users.

The professional standing of the Association has been strengthened through the appointment of a patron in the House of Lords and on the international scene we have taken an active role in the development of the 'Global Alliance', together with the development of standards and participation in the European projects which the EEC have invested heavily.

Finally, the Executive Committee and you, the members, deserve mention for your support and work during the year. Best wishes to our incoming President Ray Trotter who will be relishing the challenge of implementing the many initiatives planned for the Association.

BAPCO

British Association of Public Safety Communications Officers

MEMBERSHIP APPLICATION

1. PERSONAL DETAILS

TITLE	
FORENAME(S)	
SURNAME	
POSITION HELD	
ORGANISATION	
MAILING ADDRESS	
POSTCODE	
BUSINESS TELEPHONE	
FAX	
HOME ADDRESS (If different from above)	
POSTCODE	
EMAIL	

I agree to BAPCO sending information to me regarding its events, products and services. BAPCO will not pass on any information to other companies or third parties

2. CATEGORY OF MEMBERSHIP APPLIED FOR

ACTIVE ASSOCIATE COMMERCIAL INTERNATIONAL ASSOCIATE

OFFICIAL ORDER NO

Please send further details of Corporate Membership

3. ORGANISATION TYPE

Please tick one item that best describes *your* organisation

PUBLIC SECTOR AREA SERVED	ORGANISATION TYPE	COMMERCIAL
Parish <input type="checkbox"/>	Law Enforcement <input type="checkbox"/>	Manufacturer <input type="checkbox"/>
District <input type="checkbox"/>	Fire / Rescue <input type="checkbox"/>	Distributor <input type="checkbox"/>
County <input type="checkbox"/>	Ambulance / Medical <input type="checkbox"/>	Dealer <input type="checkbox"/>
Regional <input type="checkbox"/>	Emergency Management <input type="checkbox"/>	Maintenance <input type="checkbox"/>
National <input type="checkbox"/>	Local Authority <input type="checkbox"/>	Consultant <input type="checkbox"/>
Private <input type="checkbox"/>	Central Government <input type="checkbox"/>	Network Provider <input type="checkbox"/>
Other <input type="checkbox"/>	Public Utility <input type="checkbox"/>	Training <input type="checkbox"/>
	Other <input type="checkbox"/>	Personnel <input type="checkbox"/>
		Other <input type="checkbox"/>

4. POSITION RESPONSIBILITIESPlease tick the item that best describes *your* responsibilities in each area:**POLICY & PROCEDURE**

- I approve/develop policies and procedures
 I oversee implementation
 I have a limited role in implementation
 I do not have a role in implementation

PURCHASING

- I approve purchases of products and services
 I select/specify products and services
 I recommend products and services
 I do not have a role in purchasing

PERSONAL TRAINING

- I approve training programs
 I develop/purchase training programs
 I implement/teach training programs
 I do not have a role in training

5. MEMBERSHIP CATEGORY & FEES (Select One) **ACTIVE MEMBER**

Persons employed or contracted by a public safety agency or a department of central or local government responsible for the provision of public safety services, or are retired from such a position, who are directly responsible for, or retired from, the management, specification, design, installation, maintenance, operation and use of public safety communications and information systems, are eligible for this category of Membership
£40.00 per annum

 COMMERCIAL MEMBER

Those persons, in business or industry, who receive compensation in any form for services rendered or products sold, are eligible for this category of membership.
£40.00 per annum

 ASSOCIATE MEMBER

Those persons, who otherwise meet the requirements of Active Membership, may, at the applicant's discretion, select this category of membership, and, those persons not meeting the requirements of any other category of membership that share the Purpose and aims of the Association, are eligible for this category.
£28.00 per annum

 INTERNATIONAL ASSOCIATE MEMBER

Persons who are not citizens of the United Kingdom that share the purpose and aims of the Association are eligible for this category of membership.
£50.00 per annum

Details of Corporate Membership can be obtained from: ExecD@bapco.org.uk

6. PAYMENT INFORMATION

Total amount due £ _____

- Individual or
 Organisation is paying for Membership.
 Personal cheque enclosed.
 Official purchase order No. _____ enclosed.

7. OPTIONAL INFORMATION

How did you hear about BAPCO?

- Co-worker BAPCO Journal Sponsor
 Other _____
 Gender: Male Female
 Date of Birth: Day _____ Month _____ Year _____

8. APPLICANT'S STATEMENT

I hereby apply for membership in the appropriate class of **BAPCO**, and agree to abide by the Constitution and Bylaws of the Association. I understand that by joining I also become a member of the BAPCO region serving my area and that my subscriptions are payable annually, based on my first day of membership.

SIGNATURE _____ DATE _____

TEL: 01522
575542

WHEN COMPLETED PLEASE FORWARD THE WHOLE FORM
 (WITH APPROPRIATE ENCLOSURE) TO:
 BAPCO, PO BOX 374, LINCOLN LN1 1FY

FAX: 01522 575542
 (Remember to fax both sides of the form)

FOR OFFICE USE ONLY

RECEIVED
 REGION
 MEMBERSHIP No.

CERTIFICATE SENT
 RENEWAL DATE

fitting the bill at Lancashire Constabulary

Lancashire Constabulary turned to Quest Software for help with its deployment of Windows 2003 & Exchange 2003 from NT 4.0 and Exchange 5.5.

Like many organisations at the end of 2003, Lancashire Constabulary was faced with a migration project following Microsoft's withdrawal of support for Windows NT 4.0 and Exchange 5.5. At the start of 2004, the force had an urgent requirement to quickly and seamlessly move to Windows 2003 with Active Directory (AD) and Exchange 2003.

Lancashire Constabulary recognised that the best approach was to use the move to AD to reorganise its user structure more sensibly, which would add complications to the deployment. Using only native tools to perform the deployment would have required additional IT staff, which was not an option for the force. Instead, Lancashire Constabulary decided to seek a solution that would simplify, speed up and remove the risk of a failed AD and Exchange deployment with no downtime or disruption to the users. The solution would need to allow Lancashire Constabulary to run the old and new environments in parallel for a period of time after all elements of the deployment were completed.

Lancashire Constabulary also needed a recovery solution to protect both the Exchange and AD environments and remove the risk associated with human error. "Every month, dozens of officers move to different divisions or change roles. Realistically, we have to expect that a user, mailbox or public folder will occasionally be mistakenly deleted. This would present us with the problems of user downtime and no guarantee of manually reinstating the deleted object with exactly the same status as before," explained Colin Fitzsimons, senior analyst programmer, Lancashire Constabulary.

➔ the Quest solution

Having surveyed the market, Lancashire Constabulary turned to Quest Software to assist them with deployment to Exchange and AD, since they felt their solutions offered the best route to a seamless migration with no user downtime.

Lancashire Constabulary used Quest Domain Migration Wizard to perform a fast and straightforward move to AD, with Quest Reporter providing critical account information required prior to the deployment. Domain Migration Wizard is designed for complex deployment of AD in distributed networks. Geared toward distributed, enterprise-scale environments, Domain Migration Wizard delivers a comprehensive, easy-to-implement solution for Windows NT to AD deployment and Windows NT domain reconfiguration.

Quest Exchange Migration Wizard was used for the force's move to Exchange 2003. Exchange Migration Wizard is an award-winning deployment and co-existence application for transitioning Exchange 5.5-based environments to new or existing Exchange 2000/2003/2007 environments, with ZeroIMPACT on resources and users.

Prior to the migration, Quest MessageStats, an Exchange reporting and analysis solution, provided Lancashire Constabulary with the account information they needed. In addition, Quest Recovery Manager for Exchange and Quest

Recovery Manager for Active Directory provided Lancashire Constabulary with the recovery solutions they needed to protect their new environment.

➔ the bottom line

Reporter saved Lancashire Constabulary weeks of time, by gathering account information prior to the AD deployment. "For instance, there were accounts on old, replaced desktops that hadn't been deleted from the NT 4.0 domain. It would have taken us weeks to collect this type of information manually, with no guarantee of some accounts not slipping through the net; with Reporter it took minutes.

Moving forward, Reporter will also help us to adopt a more proactive approach to AD management," said Fitzsimons. Using Domain Migration Wizard to assist with its move to AD has saved Lancashire Constabulary money and time, and ensured that the deployment was straightforward and risk-free, with no user disruption or downtime. "With our complicated re-structure requirements, we could not have attempted the deployment to AD without the Quest solution. We have effectively saved money, as well as time by not having to employ additional IT resources," noted Fitzsimons.

Lancashire Constabulary has saved time by using MessageStats. "MessageStats was fundamental to tidy up all the Exchange accounts and identify any duplicates prior to the deployment, saving us weeks of time," said Fitzsimons. "During the migration itself, MessageStats saved us further time by identifying any issues that needed to be resolved." Lancashire Constabulary continues to benefit by using MessageStats for proactive Exchange management including checks on mailbox space.

Despite some problems during the move to Exchange 2003, Exchange Migration Wizard provided Lancashire Constabulary with a risk-free deployment, involving no downtime or disruption to the users.

"Because we decided to perform a software upgrade in the middle of the migration, we encountered some difficulties and our move to Exchange 2003 took longer than expected. However, we would not have attempted the Exchange 2003 migration without the use of Exchange Migration Wizard, as it ensured no disruption for our users. It also enabled us to run the new environment in parallel with the old one, something that was vital during the deployment," commented Fitzsimons.

Recovery Manager for Active Directory provides Lancashire Constabulary with time savings and the guarantee that any errors can be easily and quickly rectified with minimal user disruption. Lancashire Constabulary is equally positive about its use of Recovery Manager for Exchange. "Recovery Manager for Exchange provides us with peace of mind that any object, such as a mailbox, contact list or public folder, can be quickly and easily restored, without having to bring down the server and incur downtime – it's a very clever product and provides us with huge time savings," concluded Fitzsimons.



"With our complicated re-structure requirements, we could not have even attempted the deployment to Active Directory and Exchange without the Quest solution. We have effectively saved money, as well as time, by not having to employ additional IT resources."

➔ Colin Fitzsimons, Senior Analyst Programmer, Lancashire Constabulary



Simon Weston OBE

Inspiring doesn't do justice to the keynote presentation made by Simon Weston OBE.

Considering his injuries, road to physical, mental and spiritual recovery - and above all else his infectious enthusiasm to overcome adversity gave rise to his rousing and emotive speech. His message was clear, accept change, take up challenges faced both now and in the future and above all else enjoy living in the skin you're in. With such a clear message through his own single minded determination to not only accept what is but to turn to your advantage, Simon's message demonstrates first hand how a positive mental attitude can achieve great business goals.,



they came, they saw, they collaborated...

As we went to press, the closing remarks were being made at BAPCO 2007, which were as inspiring as the opening keynote presentation. And, whilst the visitor numbers and delegates were still being ratified, we were advised that the exhibition and conference attracted some 40% more attendees than last year, underlining just how important this annual event is...

On the eve of BAPCO 2007, Simon Weston OBE, provided a graphic account of his injuries when the Sir Galahad was destroyed at Bluff Cove, Falkland Islands some 23 years ago. Speaking to a packed conference hall, his keynote presentation was more than inspiring, in fact words, simply can not do justice to the message he portrayed. And his message was certainly clear, accept change, take up the challenge faced both now and in the future and above all else - enjoy living in the skin you're in. You could both see and sense the impact he made on every single delegate relating it to both personal goals and those on a national scale - the goal of resilience.

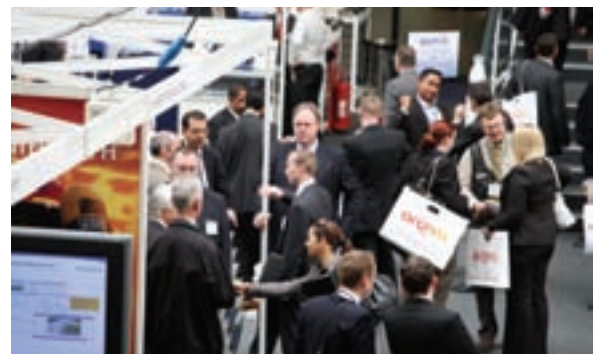
From such a rousing start, the event went from strength to strength and the opening address made by Bruce Mann, Civil Contingencies Secretariat, Cabinet Office had a clear message – the need for resilience and business continuity. He identified that there was a need to enhance the resilience of existing systems and promote greater inter-agency working for true interoperability. Whilst he accepted that the events to be planned for were low probability but would create maximum impact, in today's environment, be the event a natural disaster or terrorist activity, putting in place the necessary information and communications technology along with business continuity planning were essential for overall public safety.

Integration of differing technologies as well as enhancing 'standard' emergency service communications

(including Airwave) have all been recognised and plans are in place to assess and implement. Mann also pointed out that the MoD has increased and driven forward its own capabilities, identifying that the Cabinet Office needs to 'catch up' both in terms of landline, satellite communications and other forms of resilient mobile communications for voice and data traffic.

A further common goal for all emergency responders to fall in line with the CCA, was the real need for the secure sharing of information. He pointed out that this could well include all covert, classified information that would be cascaded and confirmed that exploratory discussions were already underway in identifying how technology could achieve this.

"We are coming from a long way back, and clearly we



have a lot to achieve," explained Mann. "Therefore prioritisation is required in order to meet each goal."

Opening questions to the floor, Peter Prater from Hyder, asked Bruce Mann, how could BAPCO help the Cabinet Office in meeting these needs." With a straight forward answer from Mann, stating, "Give me ideas, either with strategy, suggestions of areas we may not have considered, how technology can help. Let's not get left behind again."

Kevin Robson, European Project Manager, BAPCO, then raised the issue of Europe and whether the UK was involved and influencing the aspects of resilience at EU level. In response, Mann said, "Good question, there may be something we don't know - however, I believe we have covered the issues raised at the various European project meetings. As yet we are not seeing Europe, as a whole, thinking of the very worst circumstances to be prepared for, just, possibly some R&D programmes from inside individual member states that could be expanded across the whole community. So in direct answer to your question, yes we are paying close attention, but the real question is perhaps, is the European debate at a high enough level to what we are striving to achieve?"

Following up with the question outside of the conference hall, BAPCO is now in discussions with the Cabinet Office to provide user views and requirements and supplier information to work together on a common goal of improving the resilience and collaboration of ICT systems within the public safety sector.

➔ influencing the technology

The presentations that subsequently followed all covered the highlighted topics of how technology can help increase collaboration, interoperability and thus the high levels of resilience. Many of the papers also clearly identified that technology suppliers were continuing to work with users to understand the problems both potentially faced, and currently required to improve efficiency as well as productivity then build, or adapt the technology to suit. Yet whilst change is clearly a driver complete understanding and comprehension of the business need must come first in order to fully adhere to the demanding framework of the CCA.

The conference concluded with a super session highlighting the changing face of public safety service delivery. Tracy Thomas, Divisional Chief Operating Officer, Richmond Ambulance Authority, American Medical Response, Virginia, USA. The presentation reviewed the operation metrics designed to provide consistent, data-driven, real-time feedback, continual evaluation and improvement processes as well as exploring the collection and management of data and its transformation into useful information.

Yet perhaps, one of the most well attended and sought after presentations was that of Captain Stephen Gordon, Commander, 911 Centre for New Orleans Police Dept, USA. Providing an account on the survival and recovery of his personnel and the 911 centre following the devastating Hurricane Katrina, which swept through 90,000 sq miles of the US in 2005. This was then, three weeks later followed by Hurricane Rita, and a storm

surge causing the well-documented damage along the Louisiana and extreme southeastern Texas coasts completely destroying some coastal communities leaving the city flooded for many days without electricity. This double disaster slowed response to the Hurricane Katrina relief efforts. Captain Gordon, highlighted the emotional and trying times and explained how five different 911 centres were established in consecutive order with each having more capabilities than the previous centre.

All in all each paper during the two day conference raised a number of issues, with the over riding message, collaboration, resilience and business continuity in order to be prepared for the worst possible scenario.

(Further articles, opinion pieces and detailed reports from the conference can be found at www.bapcojournal.com).

➔ supplying the technology

The exhibit hall also surpassed previous years, with a number of new exhibitors and even more importantly, a high level of product developments and launches announced. It perhaps came as no surprise, therefore that, not only had day visitor numbers increased exponentially but the quality of attendees was noticeably greater. Commenting, Steve Whitby, EADS, said, "The quality of visitors was extremely high this year and very knowledgeable. Furthermore, I've never been at an exhibition where our customers (DCLG) manned the stand."

"Since the recent announcement of our contract win to provide England's Fire and Rescue Services with a new networked control capability (FiReControl) we had a great deal of interest shown at BAPCO 2007. It was great that DCLG was on hand to answer all of the questions, that we would be unauthorised to do – it worked really well."

Walking around the 80+ stands, it was also very noticeable to see the importance being placed on converging technologies and alliances between suppliers to meet the needs of the public safety sector. One particularly notable agreement, during the event, came from Frequentis and telent, when they confirmed their alliance in a move to focus on offering highly specialised solutions for safety critical applications. The decision to co-operate more closely, as pointed out by John Gurney, Managing Director, Frequentis UK, "Together with telent we can now focus on offering highly specialised solutions for safety critical applications."

BAPCO 2007 also saw a vast number of products and services launched, such as the e-notebook from APD. Developed to remove paperwork from police processes and give officers greater access to police resources whilst out on the beat proved particularly popular. As did the host of announcements made by Arqiva, such as the launch of Tracer 2 a secure asset management solution that gives emergency services total control over the tracking and allocation of their communication assets. Mobilise 2, its second-generation, fully-managed mobile data solution for ambulances and the update of Formalise, its electronic Patient Report Form (ePRF) solution.

(Full details on many of the exhibiting companies and the products launched can be found at www.bapcojournal.com).



Bruce Mann

Integration of differing technologies as well as enhancing 'standard' emergency service communications (including Airwave) have all been recognised and plans are in place to assess and implement. Bruce Mann, Director, Civil Contingencies Secretariat, Cabinet Office, pointed out that the MoD has increased and driven forward its own capabilities, identifying that the Cabinet Office needs to 'catch up' both in terms of landline, satellite communications and other forms of resilient mobile communications for voice and data traffic.

planning ahead

Plans are already underway for BAPCO 2008. For full details visit:

www.bapco.co.uk

improving patient care and reducing costs

Patients in need of urgent medical attention will be identified and treated more rapidly with the help of a new hand-held computer system being used by staff at one of Britain's leading NHS trusts...



➔ **VitalPAC™** enables clinicians to easily and effectively identify deteriorating patients by allowing real-time monitoring of a patient's condition. Studies have shown the system to produce three times fewer errors in the recording and scoring of vital signs data compared to traditional pen and paper methods. VitalPAC™, designed by hospital improvement specialist The Learning Clinic in conjunction with Microsoft and Portsmouth Hospitals NHS Trust, records, stores, and analyses the data regarding a patient's vital signs (pulse, blood pressure, respiratory rate etc) allowing clinicians to effectively monitor the condition of their patients in real time throughout a hospital stay.

Often the sudden deterioration in a patient's condition can be preventable if they are identified in time as being 'at risk'. It is estimated that over 20,000 in-hospital cardiac arrests and similar numbers of unanticipated intensive care unit admissions may be avoidable annually in the UK with earlier recognition and better treatment.

Following a successful in-hospital trial running since March 2005, Portsmouth Hospital NHS Trust has confirmed a full implementation of VitalPAC™ across the Queen Alexandra site, its major acute hospital.

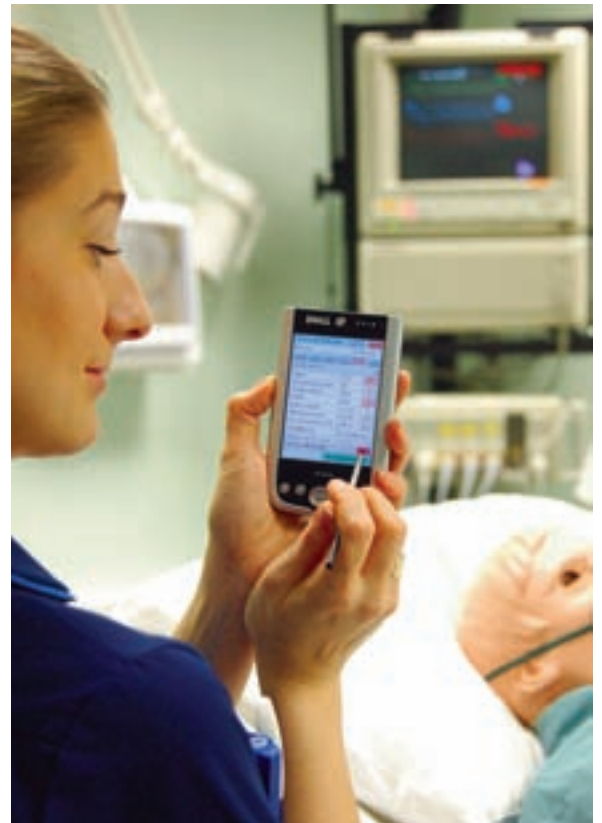
Based on its experience so far, The Learning Clinic estimates that the Trust could save several million pounds over the next few years thanks to VitalPAC™. Early results indicate that just one ward may save £1million per year by using the system. VitalPAC™ does not only identify the sickest patients, it also indicates which patients may be well enough to be discharged or whose condition suggests they do not need a hospital bed in the first place. By helping clinicians know which patients may be well enough to discharge, and which patients are deteriorating and need attention before their condition becomes more serious, VitalPAC™ both improves patient care, and saves precious hospital resources.

➔ data in operation

Under the system, which runs via the Windows Mobile 5.0 operating system, nurses enter key clinical data into hand-held computers at the bedside, rather than onto a traditional paper observation chart. VitalPAC™ immediately analyses these readings, along with data such as blood test results stored in other hospital databases, and identifies priority patients using an early warning score. An urgent alert is given if the early warning score reveals the patient to be in need of immediate medical attention. All readings on VitalPAC™ are automatically sent via a wireless LAN to a central server. This means that the data can be reviewed on the hospital intranet, tablet PCs, or on other PDAs by any clinician anywhere in the hospital.

Commenting, Professor Gary Smith, Consultant in Critical Care at Portsmouth Hospitals NHS Trust and clinical lead for the VitalPAC project, said, "This is an exciting moment for Portsmouth. We believe the VitalPAC™ system to be a key tool in ensuring improved patient-focused care, enhanced patient safety and greater efficiency in the care of sick patients."

Roger Killen, Managing Director, The Learning Clinic, added, "The VitalPAC™ system is a huge step forward for the NHS in the care of patients and the management of

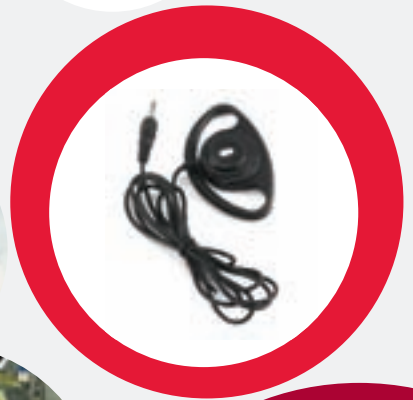
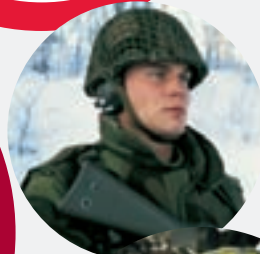
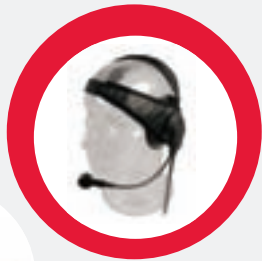
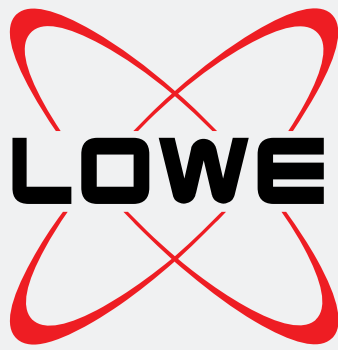


resources. Not only will it help ensure the safety of the patient, but it also promotes their timely progress through the tests and investigations that help the clinical teams make accurate diagnosis and treatment. The sooner the patient is on the right treatment, the sooner they recover. That's good for hospital efficiency and good for the patient."

➔ extending the technology

This is just the first step in the development of VitalPAC™. The Learning Clinic and Microsoft are now working with Portsmouth Hospitals NHS Trust to extend the technology to meet the specific needs of hospital doctors.

Concluding, John Coulthard, Director of Healthcare for Microsoft said, "These are exciting times for technology in the health sector and VitalPAC is a fantastic example of smart technology delivering tangible benefits to NHS staff and patients. From the start, the requirements of clinical and nursing staff have been paramount and the result is a user-friendly system which has significantly improved the lives of frontline NHS staff and ultimately the patients they care for."



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discussing the future of mission critical communications TETRA World Congress 2007



Professional mobile radio users from around the world will come together to discuss their communications challenges and requirements at the TETRA World Congress in Madrid from 11-14 June.

➔ To enable the participation of TETRA users and potential users delegate prices for users have been reduced by 40% for this year's event. In addition, all members of the TETRA Association can take advantage of a 10% discount.

During June, the TETRA World Congress will bring together representatives of the public safety and security services, military, transportation companies, oil and gas industry, utilities and other users with critical communications requirements. These representatives will join senior figures from across the international TETRA industry, the TETRA Association and ETSI to outline their requirements and discuss how TETRA can continue to meet the needs of the most demanding users.

This will be the first TETRA World Congress for 18 months and TETRA has made huge strides during this time including the announcement of important nationwide networks in Germany, Estonia, Norway, Italy and Portugal.

➔ targeted conference programme

The theme of this year's event is TETRA Today And Tomorrow. Over 150 speakers will outline how users are already benefiting from TETRA, how they are employing it to meet their requirements and the applications that it is supporting. There will also be significant focus on the future direction of TETRA including sessions on innovation, TEDS high speed data services, new applications and complementary technologies.

Reflecting the increasing spread of TETRA across the world and its adoption by all types of professional mobile users, this year's event looks set to be the biggest TETRA World Congress yet. Highlights include a larger exhibition than ever before, new programme features and lower delegate prices.

In a press statement, the organisers, IIR, said, "As the number of TETRA networks and users increase, the congress is more important than ever for anyone using TETRA or looking at TETRA to meet future communications needs. The last TETRA World Congress had 1500 participants from across 84 countries.

"The TETRA World Congress 2007 programme has been

designed to ensure all delegates can hear the speakers and topics that are of particular relevance to them. Delegates can choose from six focused streams, nine seminars and five master classes to develop their own unique agenda.

Some of the key presentations include Deputy Chief Inspector Andy Trotter of the British Transport Police on the use of TETRA in the aftermath of the July 7th London bombings, presentations from Sheik Fahad of Qtel and Walter Wiegel, Director General of ETSI and case studies from Madrid Municipality, Panama Canal and the French Army.

➔ hands on experience

The exhibition halls will showcase an array of new and proven products and applications from companies such as: Participating companies include the following: 4sens, abertis telecom, Aerial Facilities Limited, Aeroflex, Antenna Plus, ANTENNENTECHNIK Bad Blankenburg AG, APD, Artevea, Avitec, Bee Electronics, Cleartone Telecom, Comptel, CyberTech, DAMM Cellular Systems, Dantherm Air Handling A/S, Dekolink, EADS, ETELM, Etherstack, FEDETEC, Hyder Consulting, Imtradex, IP Radio Software, KATHREIN - Werke KG, Lowe Electronics Ltd, Macleod International, Mason Communications, Mentura Group, Microbus, Motorola, Multiple Access Communications Ltd, NICE CTI Systems UK, O2 Airwave, Decision Focus, OTTO, Panorama Antennas, Peter Jones, Phonak Communications, Portalify, Pöyry Telecom, ROHDE&SCHWARZ, Rohill, Roscom, SAVOX, Selex Communications, Sepura, Shout Telecoms, Siemens, Sinclair Technologies, Skymasts Antennas Ltd, Sonic Communications, SunGard Vivista, Swissphone Telecom AG, Syntech Systems Ltd, Tecnomen, TEL-CAB, Telex Communications, Telsa Srl, Telvent, Tyco Electronics (M/A-Com), Thales Communications, Verint Systems, Willtek, Zenitel, Zetron.

fast facts

TETRA World Congress & Exhibition 2007
IFEMA North Convention Centre,
Madrid 12th - 14th June 2007
Tel: 020 7017 7483



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UK police forces count on Stratus for efficiency and smarter working

➔ As a central information hub, Vantage is required to interface with a range of other internal and external systems and databases such as the Airwave national digital communications system and Automatic Number Plate Recognition (ANPR) systems.



Stratus has a long history of working with Police Forces across the world, supplying the applications and server platforms that enable them to support their communities and safeguard the vulnerable. Stratus also has a strong track record in working with Police Forces across the UK, providing them with continuously available solutions over the past 16 years. During this time, Stratus has developed a comprehensive, UK Police specific, development and support organisation that pro-actively takes responsibility for the operational effectiveness of these systems. The Company works with Operational Police teams to provide ever improving levels of service, with a broad range of functionality and services demanded by the UK Police Forces. Stratus works collaboratively with its Police customers developing, deploying and supporting the systems they need to achieve their goals.

Stratus is currently working with five Police forces across the UK deploying and managing everything from the core platform to the application services delivered. The Vantage Command and Control application sits at the heart of Police operations and acts as the central point for gathering information, co-ordinating Officer and staff activity and providing information sharing across the Force.

Vantage acts as the main point of contact between the Police and the public, with the Dynamic Call Handling module managing interaction between the caller and the

call taker in accordance with best practises. The Vantage system makes assignment of Officers both more accurate and more efficient, as it allows users access to all the relevant background information for any call that is received. Force resources can be dispatched to incidents based on the incident priority, location and the skills required from attending Officers.

As a central information hub, Vantage is required to interface with a range of other internal and external systems and databases such as the Airwave national digital communications system and Automatic Number Plate

Recognition (ANPR) systems. Other systems which Vantage integrates with include:

- Criminal intelligence
- Firearms
- At-Risk Registers
- The Police National Computer (PNC)
- GIS Mapping applications
- Human Resources
- Telephony and Automatic Call Distribution (ACD) systems
- Automated Vehicle Location Systems (AVLS)
- Automated Resource Location Systems (ARLS)
- Mobile Data Systems

By linking to other systems, Vantage can automatically transfer relevant data from the command and control system into these applications. This means that Officers can be more efficient in their working practises and avoid having to duplicate their efforts in entering information.

➔ availability and support for all eventualities – disaster recovery and business continuity

Command and Control is a vital application to all Police Forces. Ensuring that it is protected against system and site failure is therefore a critical consideration for the design and implementation of any Command and Control system. With Vantage linked to so many other systems throughout the Police IT infrastructure, any outage would represent a massive loss for both workers at the control centres and also Officers out on the beat. The consequences of an unplanned outage could be catastrophic for any Force.

This means that planning for all eventualities is crucial to maintaining the availability of the Command and Control application. Stratus' experience in designing continuous availability solutions includes a Managed Disaster Recovery Service specifically designed for the UK Police command and control environment. The Managed Disaster Recovery Service, which includes a replicated, geographically remote, Command and Control system on the Forces existing network, can be invoked within seconds to ensure that Officers always have access to the functionality provided by Vantage.

The Vantage Managed Disaster Recovery system is maintained and managed as part of the overall solution with fully redundant hardware to protect against component failure, and a disaster recovery infrastructure at a physically separate location to guard against the effects of power outages and site failure. This Managed Disaster Recovery Service is provided by Stratus during the entire contract period. The Force's financial outlay for this extra level of availability can be modelled to take into account the Force's revenue or capital budget requirements.

➔ on demand services – command and control provided as a managed service

The Vantage On Demand Service for UK Police Forces provides all the functionality and features of the complete Vantage Command and Control solution including Disaster Recovery, plus a financial model that can be built

around a monthly, quarterly, Annual or single capital purchase model.

The Vantage On Demand Managed Service is a solution for those Forces that need to replace an existing Command and Control system with a modern, lower cost, high functionality Command and Control solution.

➔ extending functionality - evolving the command and control system

Vantage's level of integration offers UK Police Forces a wider range of functionality on top of existing standard Command and Control features extending its usefulness to officers out in the field and automating tasks for greater efficiency. An example of this extra functionality is the connection of Vantage and the Airwave communications system so that police officers can use their Tetra handsets far more effectively.

By building up a Dynamic Personal Database associated with the officer's handset ID, individual ID and call-sign, officers can securely sign themselves in as active and ready for duty without physically going into a Police Station. This saves valuable time and makes Officers more efficient as they do not have to find a terminal within a Station to sign on to. Information is automatically sent into the Command and Control system showing the status of the officer and their availability for answering requests. By using the Tetra handset's GPS tracking system, Vantage can also include real-time information on Officers locations. This facility allows Police Forces to build up a complete picture of how an officer is being deployed at all times along with how to communicate with the Officer based on their current tasks.

New functionality within Vantage also allows Officers to request information from central systems using a Voice User Interface. By using speech recognition technology and integrating with the PNC, officers can request information automatically and have it delivered to their handsets through the VUI. This makes processing requests for information more efficient, as it does not rely on interaction with the control centre. The VUI facility provides Officers in the field with the information they require faster, while staff in the central control rooms can respond to greater numbers of incoming calls from the public.

Additional Vantage functionality is being developed in collaboration with our Police Customers to provide the integration of mobile devices such as the Blackberry and other small screen based devices. This will allow Officers to access Command and Control data remotely. For example, to check incident status or queues without the Officer having to return to base or to be in direct contact with the control room.

➔ command and control - the "life blood" of the force

Command and Control is at the centre of any Police force's IT infrastructure and so much depends on the information contained within this system that supporting this critical application and the key functionality it provides along with integration into other systems is essential. Stratus support the complete Vantage Command and Control solution installed within the Police Force, 7days a week, 24 hours a day, 365 days per year, guaranteed.



blackberry enhances police efficiency and productivity

Mobile access to Niche RMS is estimating savings of over £630,000 in manpower hours for North Wales Police Service. The BAPCO Journal takes a closer look at the pilot project, which has equipped officers with BlackBerrys...

➔ *The ten crime car officers that already have BlackBerrys will have 3,300 more productive hours at their disposal, or the equivalent of two officers*

A pilot project equipping North Wales Police officers with BlackBerry mobile devices has proven so successful that its deployment is being increased. The devices are networked to North Wales Police's Niche Records Management System (RMS), allowing officers to swiftly access crucial information and identify and apprehend criminals. Test results show that crime car officers and community beat managers spend 53 minutes and 27 minutes more on the streets per shift, fighting crime, than in the office doing paperwork.

In 2002, North Wales Police implemented Niche RMS, the police information management system that brings together all aspects of operational policing in one unified system. One of the key reasons the force chose Niche RMS was the potential for combining the system with

portable technology, such as the Blackberry. Earlier this year, 300 BlackBerrys were distributed to a mix of users. Based on the pilot project's success, additional BlackBerrys are being deployed.

➔ improving productivity

Sergeant Aled Eynon, quality assurance officer on the BlackBerry project comments, "Experience of trying to mobilise our information over the past few years leads us to believe that with BlackBerry, we are now able to provide officers in North Wales with a first class product and clearly, RMS is at the heart of this.

"The ten crime car officers that already have BlackBerrys will have 3,300 more productive hours at their disposal, or the equivalent of two officers. Based on

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the time saved by community beat officers being able to access Niche RMS while on the streets, the introduction of the devices will save the force an estimated £636,000, or 29,000 productive hours. Police visibility and crime solving rates have improved and the North Wales Police force looks forward to continued success."

"Niche RMS is unique in giving operational officers access to all the information they need to more effectively do their job – preventing and detecting crime," says John James, Director of Operations and Business Development for Niche Technology Inc. "Combining it with mobile data solutions such as BlackBerrys provides enhanced access to that information and delivers information where operational staff need it most – on the street."

North Wales Police has three main goals with its mobile data access initiative. Firstly to get officers out of the station and onto the street; Secondly, a reduction in travel time, as police no longer have to trek back to the office to search records or to enter reports; and thirdly to aid more effective, information-led policing.

Already a pioneer as the first UK force to implement Niche RMS, North Wales has one of the widest deployments of the system in the UK, covering intelligence, criminal and non-criminal incidents, warrants, child protection, case file preparation and custody, as well as electronic transmission of data to the Crown Prosecution Service (CPS).

Right from the early days of the North Wales Police's BlackBerry test, officers were experiencing success with combined Niche RMS/BlackBerry technology: North Wales Police's Automatic Number Plate Recognition (ANPR) squad's ability to use a BlackBerry to pull up a photo stored on Niche RMS revealed that a female driver was not the innocent person she claimed to be, but was in fact disqualified from driving. The arrest is an excellent demonstration of the revolutionary benefits promised by increased mobility of access to Niche RMS: in previous years, officers would have had to return to the station with the suspect in order to verify her identity.



➔ Currently, ten police forces in the UK are using Niche RMS: North Wales, South Wales, Merseyside, Cheshire, Hampshire, Cleveland, North Yorkshire, West Yorkshire, Northern Ireland and Wiltshire.



a healthy connection

The East Midlands Ambulance Service pioneered an NHS scheme called Connecting for Health, the BAPCO Journal looks at how the service has made the scheme a reality via the deployment of Orange Business Everywhere to enable communication between ambulances and NHS data centres...

➔ *Orange's single data card provides users with fast access to GPRS, 3G and Wi-fi networks.*

The East Midlands Ambulance Service NHS Trust (EMAS) is one of the largest ambulance services in England. It was originally formed in April 1999 following a merger of the Derbyshire, Leicestershire and Nottinghamshire Ambulance Services. Following a major reorganisation it expanded in July 2006 to include Lincolnshire and Northamptonshire, with the aim of improving front-line services and offer better care to patients. Across its 70 plus Ambulance Stations EMAS provides Accident and Emergency (A&E) and non-emergency Patient Transport Services (PTS) to a resident population of approximately 4.5 million people.

EMAS widened its remit to include home "see and treat" visits, in addition to transporting people to A&E and as such is delivering more healthcare services than ever before. Clinical Support Managers (CSM) are responsible for overseeing these healthcare services at an operational level and managing paramedics and technicians in the field.

They are mobile and always out of the office, but more recently, have been increasingly dragged away from their key responsibilities to return to the Trust to deal with administrative tasks. EMAS has also struggled with increasingly expensive bills as mobile calls were the only method of communicating with staff.



and ongoing technical support, alongside real-time availability of data. EMAS opted to use Orange Business LAN, a secure, flexible and scalable data solution. EMAS benefits from fixed, guaranteed bandwidth and securely routed data accessible only by EMAS workers. Orange also provided the deployment in a record time for the Connecting for Health scheme.

➔ enhanced productivity

An existing Orange customer, EMAS, supplemented its wireless laptop solution by rolling out BlackBerry handheld devices via the BlackBerry Enterprise Server. This aimed to increase productivity, flexibility and enable clinicians to stay out in the field for longer offering care to patients. Via the BlackBerry devices EMAS was able to stay in constant communication with staff, make calls, receive and send emails, make appointments and access web services. Staff could also easily contact colleagues to perform administrative tasks without having to return to the Trust.

Orange offers BlackBerry devices as part of its extensive mobile device portfolio. EMAS is supported by the BlackBerry Enterprise Server, a mobile solution that integrates seamlessly with existing systems and allows centralised control over all BlackBerry handsets.

"Our clinicians make considerable productivity gains using BlackBerry devices and Orange Business Everywhere laptop cards that allow them to be away from the Trust for longer therefore allowing them to perform their primary function of delivering a high standard of patient care more effectively."

➔ *Andy Evans, IT Director, EMAS NHS Trust*

➔ connecting for health

EMAS pioneered an NHS scheme called Connecting for Health with a component called the Emergency Care Solution (ECS) which aims to replace patient paper based report forms and give Clinicians real-time access to patient details, as well as wirelessly transfer data to and from hospitals and A&E via "ruggedised" laptops. To make Connecting for Health a reality, EMAS deployed Orange Business Everywhere to enable communication between ambulances and NHS data centres. From a single data card, users are given fast access to GPRS, 3G and Wi-fi networks. Staff can also communicate in real-time with colleagues with specific areas of speciality to diagnose patient issues, as well as inform hospitals of patient cases prior to their arrival, allowing better preparation.

Patient care often concerns critical, life threatening situations that require immediate action. As such, the ECS scheme required a fast nationwide implementation with little interruption, robust data security to protect patient privacy

➔ benefits

EMAS has enabled staff to be more productive when on the move, not only in dealing with back office issues, but more importantly, offering more responsive, more effective healthcare to patients.

- ➔ Faster, more responsive patient care
- ➔ Real time access to patient centred applications when away from the Trust
- ➔ Allow clinicians to handle more functions away from the office and treat more patients
- ➔ Recover unproductive time
- ➔ Improve channels of communication with colleagues

Concluding, Neil Laidler, Enterprise Director, Orange Business Services, said, "The importance of delivering real-time data cannot be underestimated for the crucial services delivered by EMAS. The BlackBerry devices, Orange Business LAN and Business Everywhere laptop data cards give staff the tools they need to provide a consistently high level of patient care."

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Recruiting in the Public Safety Sector?

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Professional Mobile Telecommunications Day 2007

Last month, on April 5, the anniversary of the Budapest launch of TETRA-based unified digital radio telecommunication system (Egységes Digitális Rádió-távközlési Rendszer, EDR) streamlining telecommunication for Hungarian public safety, The Hungarian Prime Minister's Office Public Safety Department, T-Mobile, Pro-M Zrt. and TETRA Forum Hungary Association organized the Professional Mobile Telecommunications-Users' Day 2007...

talking public safety communications

"With Pro-M Zrt, we have new possibilities. Building upon Magyar Telekom's, or rather T-Mobile's modern telecommunication infrastructure and its professionals' expertise, with Pro-M Zrt. we introduced the new, extremely complex TETRA emergency system at a speed that counts very fast even on a world scale. It is a great recognition and also a great challenge for us to provide this communication system for the response services that are determining factors in the life of the country. Of course, this comes with great responsibility, because efficient and streamlined communication of the Ambulance service, the Fire Brigade, the Police and many other important organisations essentially can influence the life of all Hungarian citizens."

➤ János Winkler, Chief Officer of Magyar Telekom Group and head of Mobile Division

The one-day international conference and exhibition was attended by some 300 visitors. According to a press statement, issued by Morpho Communications, the high standard of the conference was due to the number of international presenters. Papers included, a presentation on the present and future of TETRA technology to representatives of public safety organisations and civil audiences by Phil Kidner, CEO, TETRA MOU Association. In addition, the experience of the Dutch and Finnish system, as well as topical and technical issues, (presented by Harald Ludwig, Chairman of TETRA MoU Technical Forum) provided details on the Interoperability between network and terminals. Plus, the success and experience gained during the implementation of the Hungarian system was presented by, Czirok Ferenc Colonel, Head of Communication Engineering and Information Technology Department of Budapest Police, Béla Kozma, CEO of Pro-M Zrt. and János Tremmel, brand executive of T-Mobile.

During the Public Safety workshop, which comprised a panel discussion, was moderated by Mr. Kozma, participating plenary presenters and representatives of vendors including EADS, SEPURA, MOTOROLA and SAGEM investigated the possibility of interoperability between TETRA-network and terminals, and security questions related to the system.

➤ unified digital radio-telecommunications for public safety in Hungary

One of the highlighted topics of the conference included the presentation of the advantages and the domestic and international experience of the now countrywide EDR (Unified Digital Radio System for PS). EDR is a closed mobile telecommunications system with extremely high availability. The purpose of this system is providing professional, effective and secure connection between public safety and law enforcement organizations during their actions. EDR uses TETRA technology. The planned users include among others the police, border guards, fire department, disaster prevention service, National Environment, Nature Protection and Water Authority, National Ambulance Service, penal institutions, the Army and National Security Services. The countrywide network consists of 227 base stations providing technical background for 42 thousand terminals. The Hungarian system is one of Europe's most advanced radio system with the largest coverage in terms of headcount rate.

"The government procurement of the Hungarian TETRA system, and the implementation of the Unified Digital Radio-telecommunication System (EDR) resulted from several years



of preparation work in Hungary. The duty of Prime Minister's Office was preparation and organization of government's EDR System strategy. Prime Minister's Office Public Safety Department was on duty for the execution of this strategy and the coordination system's implementation," said Géza Simon, Government Commissioner of Prime Minister's Office, eGovernment Centre.

"With Pro-M Zrt, we have new possibilities. Building upon Magyar Telekom's, or rather T-Mobile's modern telecommunication infrastructure and its professionals' expertise, with Pro-M Zrt. we introduced the new, extremely complex TETRA emergency system at a speed that counts very fast even on a world scale. It is a great recognition and also a great challenge for us to provide this communication system for the response services that are determining factors in the life of the country. Of course, this comes with great responsibility, because efficient and streamlined communication of the Ambulance service, the Fire Brigade, the Police and many other important organisations essentially can influence the life of all Hungarian citizens," said János Winkler, Chief Officer of Magyar Telekom Group and head of Mobile Division.

"We are very delighted that, in accordance with our agreement, we could hand over the countrywide network according to schedule. After handing over the Budapest network on 5th April 2006, the countrywide system became operational in record time, 9 months. Following the countrywide handover, the first large phase of the project is completed, but the main part of the work is just starting for us as apart from establishing the network, Pro-M has undertaken the duty of providing the service and operating the network for the next ten years," added Béla Kozma, CEO of Pro-M Zrt.

"Professional Mobile Telecommunications Day 2007 conference was organised to celebrate the first anniversary of the launch of EDR system at Budapest. The event is planned to be held on the same day every year, making a tradition for promoting professional mobile technologies in Hungary," concluded Kozma.

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➔ software takes guesswork out of testing radios

When testing large numbers of radios utilized in large private and land mobile radio networks, consistent testing and comparison of test results for each radio can be a huge problem.

Test operator skills may vary from location to location, allowing inconsistencies and errors to crop up that can slow down deployment. Aeroflex solves this problem with its new Auto-Test software for its popular 2975 P25 Radio Test Set for P25 and FM radios.

The 2975's Auto-Test software increases speed, consistency and accuracy of testing P25 and FM radios while providing the ability to



store, print and share test results. For public safety and other private mobile radio (PMR) network users, the 2975 Auto-Test function allows non-technical personnel to test radios automatically, freeing up test technicians for other communications systems repair and maintenance.

The 2975 P25 Radio Test Set is a digital radio test platform that tests

radio equipment to ensure proper operation to various P25 standards, including advanced parametric testing for compatible four-level frequency modulation and interoperability testing of P25 systems.

As well as standard analog test features, the 2975 provides P25 trunking support for VHF/UHF/700 and 800 MHz bands, SmartNet™/SmartZone™ support, AES and DES encryption support, control message logging, encryption key management facilities, CQPSK generate and receive testing, and advanced CQPSK analysis for Linear Simulcast Modulation systems.

➔ portable radio test set

Aeroflex has announced a free software upgrade to its portable 3500 Series Radio Test Set, now with Distance-to-Fault (DTF) measurement and enhanced VSWR (Voltage Standing Wave Ratio) to quickly and easily find faults in cables and antennas and display results graphically.



Other new features available with the software include 0.1Hz resolution for the internal modulation sources enabling the generation of squelch tones, and save and recall of test setups.

The Aeroflex 3500 Radio Test Set is also unique among portable radio test sets in its ability to fully test both the transmitter and the receiver.

Since many radio system faults actually originate in the cabling or antenna rather than in the radio, the Aeroflex 3500 Radio Test Set conveniently allows maintenance technicians and other personnel to measure the VSWR of both the cable and the antenna.

A large VSWR can indicate a high return loss caused by a bad cable, connector, or antenna. Isolating the problem in the cable, connector or antenna prevents the user from returning a good radio to the manufacturer or depot for repair, thus avoiding unnecessary extra cost as well as the inconvenience of radio system down time.

➔ seamless dataflow for ambulance

Arqiva announced at BAPCO 2007 the launch of Mobilise 2, its second-generation, fully-managed mobile data solution for ambulances. Developed in conjunction with a UK ambulance service, Mobilise 2 provides a seamless data flow between the control room and ambulance, replacing voice-over-radio as the primary means of dispatching ambulance crews to the scene of an incident. It will play a critical role in enabling ambulance services to monitor and improve response times in line with the NHS 'Call to Connect' nationwide initiative.

Mobilise 2 will operate over both TETRA and GPRS networks to ensure a seamless data flow as ambulance crews move between network coverage areas. It will enable control rooms to send incident data directly to ambulance crews, along with address information and directions to the incident via a satellite navigation system. Regular location updates will also be sent back to the control room and response times stored in the system's central server to enable accurate audits of vehicle activity. The solution will also introduce new hardware into ambulances, including a colour touch screen for data input.

➔ police e-notebook from APD



APD Communications announced at BAPCO 2007, the launch of APD Pronto, a product designed to remove paperwork from police processes and give officers greater access to police resources whilst out on the beat.

Developed in co-operation with police mobile data capture specialist, Kelvin Connect Limited, APD Pronto uses PDAs to capture information while on patrol, such as details of RTAs or stop and searches, and can print receipts at the scene using a small Bluetooth-connected printer. While on the beat or when officers return to base at the end of their shift, data captured is uploaded directly to the force computer systems.

➔ automatic vehicle location over TETRA

Zenitel, at the request of the public security forces in the Netherlands, has developed a black box in combination with the Universal Gateway Software. The solution enables the user of an existing VDO Dayton installation, to receive a destination over TETRA from the control room.

After acknowledgement of the driver or his assistant, the VDO Dayton starts navigating to the designated spot. This installation also enables the control room to track the vehicle on a map in the control room. Technically, this solution works on both

packet data as SDS. The solution will also be available without the VDO Dayton and can then be used for tracking and tracing only in combination with a standard serial GPS receiver. The black box also provides 4 input contacts and 4 output contacts and is an extension of the well known I/O expander.

Zenitel expects this product to be sold to several fire brigades in the Netherlands. It is crucial for them to know where to go in times of calamities. Besides that, it will add value to their investment in TETRA technology.

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