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are public  
networks  
suitable?

CCA - safe  
guarding  
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Information management for civil contingency responders

# BAPCO

Journal

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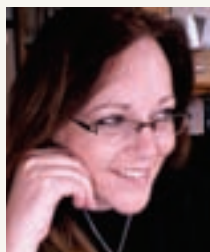
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Dawn Davison-Read

## EDITOR'S LETTER

The recent interim report by Sir Ronnie Flanagan into the Review of Policing, highlighted a number of issues surrounding the use of mobile data - and these are the very thoughts that our main feature addresses this month. In doing so, we also take a closer look at the benefits of being bearer independent and review BTP's use of applications - identifying the officer time savings that are actually being made. Mobile data will continue to be a much used, (and debated) means of communication yet should the applications be an evolution in the way the public safety sector works or a revolution?

According to a recent poll we carried out on our web site a resounding 65% of you believe it should be evolution - which is perhaps not surprising since the technology can help evolve each service to not only make front line officers more visible, but provide business process efficiencies across all agencies if applications, terminals and bearers are chosen to meet both your current requirements and those of the immediate future. What is more 88% of you who took part in our online poll also believe that mobile data is helping to drive efficiency - our feature (see page 8) highlights exactly how.

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 open letter

## Dear Editor

## A Primer of Command and Control

As far as I am able to determine, there is still, in 2007, not a published work describing and relating the various aspects of public safety command and control. That was the situation which I recognised back in 1995, when I retired from a senior position in the Metropolitan Police Department of Technology, having been in and around C&C for nearly 20 years.

So over the next few years, I wrote a primer/monograph on the subject, rather more than 30,000 words. Comments on the draft from several people in and around the subject were favourable but I had a frustrating time being strung along by potential publishers (and BAPCO!) but getting nowhere.

When I was diagnosed, in 2002, with an incurable disease, I decided to devote my energies to more personally rewarding activities. However, the draft material, Computer Aided Dispatch in the Emergency Services, is still with my computer and the gap in the market still seems to exist.

I feel that out there, among the BAPCO Journal's readership, there must be somebody who would have the knowledge, the time, and the commitment to take my draft as a framework, update it to current techniques and thinking, and put it out to public access in one or more forms - web, CD-ROM, or paper. (Equally, there might also be a publisher just looking for such a work?).

If anyone feels ready, willing, and qualified to take this on, I would love to hear from them with contact details and perhaps key CV points (in case I get overwhelmed by the response!). They will have my full co-operation and reasonable commitment of time to follow through.

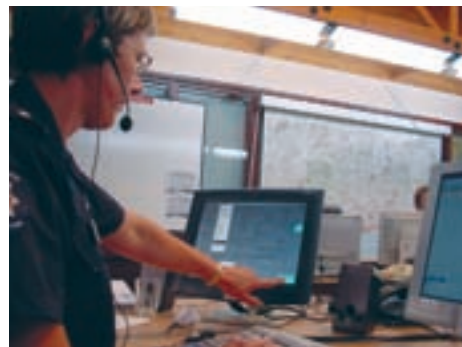
Yours faithfully

George Sudbury  
gcsud@talktalk.net
 **Frequentis critical integrated communications platform selected for FiReControl**

EADS Defence & Security Systems Ltd (EADS DS) has signed a multimillion pound contract with Frequentis AG to provide nine resilient networked Integrated Communications & Control systems (ICCS) for England's national Fire and Rescue Services.

The contract will be delivered over a period of five years for completion in 2012, and will include a comprehensive support package for the life of the system.

EADS DS, the prime contractor, leads a consortium that has extensive experience of working with both the Fire and Rescue Service in the UK and the emergency services abroad. Frequentis is the key subcontractor for the ICCS networked platform having supplied a number of similar systems in the UK for the Royal Air Force, Network Rail NATS, and most recently the largest Police system in the world for the Metropolitan Police Service across London. This later reference resulted in a first, with Frequentis being awarded a Commendation by the Metropolitan Police Service for outstanding performance in its delivery on this project, delivered in just



West Sussex Fire & Rescue Control Centre Chichester use the Frequentis 3020 ICCS

over two years. John Gurney, Managing Director Frequentis UK stated "Our further successes with both Essex and West Sussex Fire & Rescue services provided the references to establish Frequentis credibility within the UK fire services."

The contract will be delivered over a period of five years ending in 2012. The new IT system will be phased-in gradually, enabling a smooth transition into the new centres which will include extensive testing and training before handover to the FiReControl customer.

 comprehensive comms for MOD

VT Communications (VTC) has enhanced its capability in providing IT services to the defence sector after the start of a new Communication Information Systems contract for the UK Ministry of Defence

(MoD), known as MoD CIS.

The work will involve a comprehensive range of services extending from procurement to installation and commissioning of LANs and will span a three-year period.

 pictometry proves nationwide success

With an ever increasing number of towns and cities being captured, Pictometry oblique view imagery has been sparking interest from local authorities and emergency services across the entire country. Gloucestershire Constabulary, the London boroughs of Kingston upon Thames and Sutton, are just a few of the

customers that are now taking advantage of this unique reference tool. Eddie Bulpitt, Product Manager for oblique view imagery at Ordnance Survey, said, "The wealth of functionality that Pictometry oblique view imagery offers is huge and it's extremely encouraging to see more and more organisations using it."

## on the cover



**O2 has released a DVD created specifically for police forces to highlight how mobile data can help them to become more visible and improve officer efficiency. For further details see the advertorial on page 5.**

## → participants from across Europe attend the first EU FloodCommand exercise



The first trial of command protocols, procedures and systems for improving the pan-European response to major coastal flooding took place in the UK from September 5 to 6. Delegates and observers from maritime emergency response organisations and central and local government departments throughout Europe attended the event, which simulated major coastal flooding in areas east of London.

The trial was conducted as part of the programme of activities included within the EU FloodCommand project, a programme funded by a grant from the European Union to improve pan-European coastal flooding responses which is being managed by UK-based operational command, command training and technology development company VectorCommand.

The exercise was designed to simulate and test the organisation, coordination and deployment of multi-national maritime search and rescue assets (helicopters, aircraft, lifeboats, inflatables and other resources) from both the UK Maritime and Coastguard Agency, the RAF and the RNLI, in combination with assets supplied by the Irish Coast Guard, the Swedish Rescue Services Agency and other European maritime search and rescue agencies. The European Union's Monitoring and Information Centre, which helps co-ordinate offers of mutual

disaster assistance throughout the EU, was also involved in the trial.

Responding to a series of highly realistic simulated flooding and flood-related events created by the specialist command and simulation team at VectorCommand, and using the company's Training and Exercising System and Command Support System, the various syndicate groups, representing all levels of the UK, Irish and Swedish emergency response commands, worked through a series of actions to test communications, deployment, logistics and co-ordination.

Lessons learned from the trial were noted by specialist facilitators and other observers, and these will be incorporated into a post-trial report which

will influence the development of pan-European protocols and procedures as well as the finished version of the Maritime Search and Rescue Response Module, which will use VectorCommand's Command Support System for co-ordinating and improving the efficiency of future pan-European flood responses.

The next actions within the EU FloodCommand programme will be: a post-trial report; a distributed exercise and trial conducted across Europe from all three partner countries' maritime Search and Rescue headquarters; and then a final conference, involving delegates from all European Union countries, to report on progress and deliver the completed Maritime Search and Rescue Response Module.

## → O2 partners with Three X to deliver critical mobile business applications

Masternaut's mobile solutions division, Three X, has been chosen as a best-in-class supplier of mobile business applications accredited under the O2 Accelerator Programme.

Andrew Tillman, CEO, Three X said, "O2's accreditation is a fantastic achievement for Three



X. We have been delivering mobile solutions for 25 years and this partnership with O2 helps open up a world of new possibilities." The partnership will significantly increase Three X's visibility throughout the UK and will strengthen the partnership between Three X and O2.

## → news in brief

### intelligent policing

Derbyshire Constabulary has signed a £60,000 contract with ABM to migrate to the abmpegasus Intelligence Source Management system. The contract also covers system maintenance and support into 2008.

### lawsuit settled

Cogent and Northrop Grumman have reached an agreement to settle Cogent's lawsuit against Northrop Grumman regarding Cogent's automated fingerprint identification technology. The agreement is subject to negotiation.

This settlement will end the litigation and allow the companies to work together as strategic alliance partners to provide future customers with state-of-the-art fingerprint identification technology and other biometric solutions.

### BlackBerry validation

The BlackBerryEnterprise Server and BlackBerry device software have been awarded Common Criteria Evaluation Assurance Level 2 augmented (EAL 2+) validations.

### BT and Gamma work together

Gamma Telecom, the innovative voice services, applications and solutions provider has been chosen by BT to spearhead the trials of its Next Generation Network (NGN). BT's 21st century network will make a major difference to telecoms in this country by making converged services faster, more efficient and more cost-effective than ever before. The project to develop the NGN is now well under way and the first phase has already gone live in Cardiff. In order to make the implementation of the 21st century network an industry initiative rather than a BT project, BT has chosen to work in collaboration with other carrier partners, in order to carry out network trials.

## ➤ news in brief

### new CAD for LA

Northrop Grumman has completed the installation of a new computer-aided dispatch (CAD) system for improved emergency response for the City of Los Angeles.

Northrop Grumman's Information Technology (IT) sector led the seven-year migration of the Los Angeles Police Department's (LAPD) legacy CAD system to an enhanced emergency command control communications system. The implementation included a new CAD system and Northrop Grumman's CommandPoint(tm) Mobile applications.

### consolidating communications

BT today announced that it has signed a three year contract with Hertfordshire County Council to consolidate the local authority's communications services. The deal marks a further stage in the Council's journey towards full network convergence, underpinned by the Council's "the way we work" and building rationalisation programmes.

### managing fire assets

Adding to its increasing list of Fire and Rescue Services customers Swindon based Miquet Limited has secured the contract to implement its Asset Management systems to Buckinghamshire Fire and Rescue Service. Miquet will deliver and support their fully integrated solution to address all BFRS Asset Management and Tracking requirements including, Equipment, ICT, Inventory, Maintenance and Service Management.

### industry award

Team Simoco has won the Federation of Communications Services 2007 Gerald David OBE Award for innovation in Business Radio for its Xfin Multisite IP system two weeks after announcing pre-launch sales in excess of 600 channels.

## ➤ no respite in fight for interoperability

Speaking at the 4th EU Ministerial eGovernment conference in Lisbon last month, OFE Chief Executive Graham Taylor presented the Open Community response to the Ministerial Declaration, unanimously approved by the Ministers responsible for eGovernment on 19 September 2007. Invited to speak in the concluding session of the event, Taylor welcomed the broad commitment demonstrated by participants throughout the conference to the use of Open Standards in government, and offered the support of the Open Community in implementing the targets outlined in the Declaration.

This was the first time that the Open Community had been asked to respond formally to the Ministerial declaration, showing clearly the growing interest by the public sector in the solutions presented by Open Source and Open Standards.

The declaration, co-signed by over 20 organisations representing the Open Source Community across the EU, supports the targets highlighted in the Ministerial Declaration, in particular: Cross-border interoperability; Reduction of administrative burdens; Inclusive eGovernment; Transparency and Democratic engagement.

Recognising that the challenge of interoperability was arguably the main underlying theme of the event, Taylor emphasised the importance of the Commission's work to revise the European Interoperability Framework (EIF) and reminded the audience that version 1 EIF was recognised worldwide as a benchmark achievement in an area of technical complexity and potential business controversy.

Taylor commented, "The Open Community offers its full and honest support to the commitments expressed in the Declaration, particularly in the

area of interoperability. We hope governments and the European Commission will continue to take a proactive role in this process."

"Whilst we understand that Version 2 will concentrate heavily on providing more advice on the practical implementation on the organisational and semantic levels of interoperability, we strongly support maintenance of the current rigor taken to the technical levels – notably its definition of an Open Standard", he added.

Echoing the words of Tim Berners-Lee, founder of the Internet and whose presentation was delivered earlier in the session, Taylor said, "A single Open Standard, independently maintained and implemented by multiple vendors, will maximize innovative competition where it really matters: in solution provision, and choice for users."

## ➤ wireless cities

An independent survey across Europe's government and IT community has revealed a commitment to deploying local government wireless networks. Internal productivity issues and the desire to be seen as a modern government has led almost a third (30 per cent) of authorities in East and Western Europe, and North America, to have wireless networks up and running by summer 2008. A further 45 per cent are actively developing plans. However half of all respondents cited securing funding as the biggest hurdle in deploying municipal networks. However, half of councils are finding themselves challenged in securing funding for initiatives that they perceive as important in increasing internal communications (36%), government image (26 %) and social inclusion (19%).

## ➤ strategic framework agreement signed by central government

Four Government departments have signed a Strategic Framework Agreement with EADS to commit to long-term strategic engagement.

The Strategic Framework Arrangement (SFA) sets out how HMG - the Ministry of Defence (MoD), Department for Business, Enterprise and Regulatory Reform (BERR), Department for Innovation, Universities and Skills (DIUS), and the Department for Communities and Local Government - and EADS will work together. The agreement will enhance and develop the relationship across all parties' shared business interests; and sets out the requirement for a Strategic Engagement Plan (SEP) which will draw together joint performance improvement

activities and wider strategic dialogue.

The SFA was signed by Lord Drayson, Minister of State for Defence Equipment and Support, representing both MoD and BERR; Ian Pearson MP, Minister of State for Science and Innovation; Parmjit Dhanda, Parliamentary Under Secretary of State for Communities and Local Government; and Louis Gallois, EADS' Chief Executive.

Lord Drayson said, "I am delighted that we have been able to sign the Strategic Framework Arrangement. It is a significant step forward in developing the relationship between EADS and HMG and will allow us to conduct business together more effectively in the future."

# Going mobile with O<sub>2</sub>



O2, the leading service provider for police forces across the UK, has released a DVD featuring interviews with major police forces underlining how their use of mobile data is significantly helping them increase their visibility while also making their role on the streets more effective.

Brendan McLaughlin, Police Business Manager, explains why O2 is so strong in providing the police with these services: 'We are the only mobile services provider that has a help desk dedicated to the police. We serve 23 forces, all in the business of policing but with varying requirements. For us it's not about the products or technology but about what solutions we can provide to best identify and serve those needs.'

Gordon Owen, Telecommunications Business Manager for Merseyside Police, is interviewed on the DVD and explains how they have come to trust and rely on O2: 'we have been doing business with O2 for five years and sometimes we can be quite demanding and I feel that O2 appreciate that.'

Brendan explains that O2 have come to gain this level of trust because, 'we understand that the long-term view is far more important than the short-term. There are security issues that must be addressed and each police force requires a different solution.'

Statistics issued by the police forces underline how successful O2 mobile data services have been for them. West Yorkshire Police saved an estimated £8.8 million by being able to access mobile data while on the beat. This equates to an average of 145 hours per year being saved by each officer.

Lancashire Constabulary, featured on the DVD, say that since issuing 1,000 officers with the technology they have saved the equivalent time of having an extra 100 officers on the beat. Stuart Fillingham, Head of I.C.T. for

Lancashire Constabulary explains that the public response to the police having these devices was different than expected, 'we thought the public would be really impressed but actually they expected our officers to have this kind of technology and be mobile. The idea that they would turn up and be using scraps of paper was the unbelievable bit.'

Being able to carry out background checks on people, search car number plates in under ten seconds, update crime information and bring up key data on people they stop has meant the mobilisation of data for police officers is having a widespread impact on the overall nature of police work. Chief Inspector Jim Nattrass of the British Transport Police explains on the DVD how valuable he believes the introduction of PDAs and Blackberries™ has been: 'it's such a useful tool and the officers have taken to it really well. I've been in the force for 23 years and it's not an understatement to say it's the biggest step forward since the police radio.'

Brendan is keen to point out the satisfaction their role brings: 'working solely for the police is very challenging but extremely rewarding. We are really helping police officers by making their lives easier and if people watch the DVD they will see how the services we provide are making a difference. We would invite anybody who is wondering how they can take advantage of mobilisation to contact us.' O<sub>2</sub>

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*Brendan McLaughlin, Police Business Manager.  
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## civil contingencies act...

While the Government's Civil Contingencies Secretariat may be making positive noises about Britain's preparedness for a variety of disasters – from an influenza pandemic to terrorist attack – the reality is somewhat different. With no clear direction or dedicated budget and a complete lack of Act-specific assessment, the majority of the local authorities and NHS Trusts in England & Wales have achieved little more than an effective 'passing the buck' exercise. If the Government is truly committed to protecting the nation, why are Ministers not using the powers provided by the Civil Contingencies Act to proactively monitor the true state of preparedness across the country? These are the very thoughts asked Graham Chick, Chief Executive, GemaTech...

# civil contingencies act: safeguarding britain or simply hot air?



**Graham Chick**  
Chief Executive,  
GemaTech

In an increasingly risk aware environment, crisis management is an important component of strategic planning for organisations on the front line of public service delivery. And, according to a new survey from ALARM, the national forum for risk management in the public sector, risk management continues to grow in importance within local authorities. The survey revealed 78% of respondents say risk management is clearly embedded in strategic plans, while 81% say it is implicit in their financial planning.

However, while critical incidents and business continuity is one of the top five risks faced by local authorities, these figures also encompass plans for partnerships; not achieving objectives/targets; service delivery; and housing stock transfer. Despite the Civil Contingencies Act coming into force in 2004, there is a growing awareness across the public sector that business continuity planning may in fact fall short of public expectation.

Indeed, the Be Prepared report from local government user group SOCITM states that councils are missing opportunities to establish up to date disaster recovery plans for IT services. It also reveals a lack of communication between key emergency personnel as a major obstacle in business continuity.

The report is based on research from recent disasters that have hit local authorities, affecting their ICT service.

It raises serious concerns as to whether councils understand the expectations of the Civil Contingencies Act and are sufficiently prepared to cope with serious threats to business continuity.

### ➔ hot air

So just what has been achieved in the two years since the Act came into force? Without doubt the Civil Contingencies Secretariat has been busy producing leaflets and attending meetings in a bid to disseminate good Business Continuity practice. Indeed, there is an extraordinary amount of information available regarding the possible threats and their potential impact.

But there is little indication that category one stakeholders, including local authorities, emergency services, health authorities and services, are meeting the demands of the Act: namely, to make risk assessments from time to time and develop and maintain business continuity plans.

According to the government, no organisation can afford to ignore the Civil Contingencies Act. And those category one and two organisations (including utility and telecoms companies) have specific responsibilities. Yet there are no specific requirements in the Act or the Regulations for local responders to monitor their own performance, according to supporting guidance provided in Emergency Preparedness. As a result, too many of the

fundamental issues – such as planning the ICT strategy – are not being addressed.

Indeed, one of the key findings of SOCITM's Be Prepared report is that in the event of a threat to business continuity it was difficult to contact key personnel. Not everyone knew the necessary mobile phone numbers or could use alternative communications equipment properly. Furthermore ICT disaster recovery plans had not been updated to include, for example, a newly opened contact centre.

### ➔ flexible response

Such basic communication requirements underpin any emergency response. What will happen to public services when the phone network fails or a power cut takes out the organisation's telephone switch/PBX or when a flu pandemic, fire, flood or gas leak keep staff away from the office? How will the public receive the critical services that are now predominantly delivered either online or via the telephone? And, critically, how will category one organisations communicate with each other as they continue to manage the emergency event?

Put simply, these public sector organisations need to put in place solutions that provide automated rerouting of calls to any number of alternative numbers and / or locations including alternative office locations, recovery sites, homes and mobiles to enable business as usual as far as possible.

But who, within the local authority, is responsible for delivering business continuity telecommunications strategy? Most telecoms departments, indeed, would claim to be covered in the event of a disaster – although experience, as revealed by SOCITM, would suggest otherwise.

### ➔ no responsibility

Today, with responsibilities split between Emergency Planning Officers and Business Continuity Officers, few local authorities or health authorities have any valid plan in place to enable business as usual. And although some £20 million was initially made available to category one stakeholders, with no stipulation as to how the money was spent, many councils have utilised the resources elsewhere.

Those organisations that have implemented a plan are in a minority and have acted bravely and in isolation, opting to reallocate the required budget from other areas.

According to the Civil Contingencies Act: Emergency Preparedness, while the Act introduces a power for Ministers of the Crown to monitor the performance of the civil protection duties, the Government does not intend to use these monitoring powers on a regular basis.

Instead, the burden of responsibility falls to existing performance monitoring bodies: the Audit Commission, Healthcare Commission and Her Majesty's Inspectorate of Constabulary. As a result, there appears little or no Civil Contingencies specific monitoring is actually being undertaken.

The National Audit Office insists the performance of Category 1 stakeholders is being assessed within existing



performance frameworks, including the Audit Commission and Healthcare Commission, to 'bring civil protection into the mainstream of activity and to make best use of the established performance assessment processes, experience and relationships already in place'.

But just how 'mainstream' is this assessment? Or is it simply a case of reallocating the task to organisations already overwhelmed by a raft of performance monitoring tasks? Given the investment demanded of these organisations to safeguard people and business across the UK, and the stated importance of the Act to ensuring country-wide preparedness, why are Ministers not leveraging the Act's powers to attain information about actions taken by a Category 1 or 2 responder in the performance of duties?

### ➔ delivering civil contingency

The Secretariat cannot continue with its strategy of information deluge alone. Councils need clear guidelines and directives, supported by targeted budget, to deliver specific components of the Civil Contingencies Act. And, like it or not, those components will include purchasing products – whether it is technology or vaccines.

By failing to ascertain the specific requirements and assess potential solutions, the Secretariat appears to be consciously side-stepping ultimate responsibility for ensuring compliance with the Act – and leaving those at the front line of service delivery to bear an extraordinary burden without the necessary support. The Civil Contingencies Act is not just about responding to a disaster, it is about putting in place the solutions that will enable corporate Britain to recover as fast as possible from a disaster, minimising the risk of plunging the country into financial chaos that would have far reaching effects.

The Civil Contingencies Act may have been created with the best intentions, but with no targeted and accountable funding and no explicit requirements, those tasked with delivering local services in the event of a disaster are effectively hamstrung. Unless the Secretariat faces up to the real challenges associated with meeting the demands of the Act, the country is in for a very nasty shock as and when disaster strikes.

*Those organisations that have implemented a plan are in a minority and have acted bravely and in isolation, opting to reallocate the required budget from other areas.*



# independence with mobile data

For the many months we have looked at mobile data applications, and whilst across varying sectors of the emergency services, mobile data solutions have been used to great effect with the increasing requirement (and in particular for the police) to increase visibility, mobile data is certainly a means to assist in improved efficiency, visibility and better serving the public. However with more and more applications and greater demands on the quantity of data traffic not only are the bearers important, but also how the use of applications will fit within the business process of the agency or service it is designed to meet. With these very thoughts in mind, we take a closer look at the need to be bearer independent and also address the issues raised about the usage of mobile data in the recent interim report on The Review of Policing, by Sir Ronnie Flanagan...

*Who would be prepared to build a Wi-Fi network that didn't just cover major cities, but say for example the loop of the M25? A potential driver for this however, could be the Olympics in 2012 - if the finance is available from the Government, a WiMax type network could be rolled out to serve mobile data applications for the emergency services.*

The great debate, "evolution or revolution?" when addressing mobile data is a sound starting point when looking at current and future trends in mobile data and the answer? It should be evolution - although many will argue the opposite. However, mobile data technology has been around for some time now and it shouldn't be a case of how the technology can revolutionise the public safety sector - but how the technology can help each agency evolve to meet the increasing demands placed upon it to better serve the public. And as with any means of technology being utilised to help drive efficiency, the business process must and always will come first.

Addressing issues as to how varying degrees of mobile data usage can suit differing current day (and future) requirements, plus clearly identifying what potential impact this will have on the day to day business management, certainly points to evolution and perhaps even more importantly accepting that one solution will not fit or indeed meet all requirements.

The growth in data traffic is a prime example of how

one solution to meet all needs can't be achieved. Airwave, for instance is an ideal solution for interoperable voice communications - but the key word here is voice. And even as the network itself will confirm, it was designed for voice traffic - accepting that (and in particular, considering the investment made by the police and other emergency services, it is a major advancement in voice communications). Therefore the question as to what bearer is best suited for data traffic becomes increasingly important. Discussing this issue with a number of both users and industry suppliers, there is undoubtedly a fear of using public networks for security and reliability issues. However, even these points can be counter argued against - security for instance with such high levels of encryption both at the platform end, the use of data packet transfer and the investments the networks are placing in security measures essentially means that the majority of, if not all of these fears can be alleviated. However, perhaps even more pressing is that of reliability - we are all to aware that in times of a

major incident scenario or even events days such as New Years Eve, the public networks become overloaded creating a problem if relying on the network to send or receive mission critical data. And even if ACOLC (ACcess Over Load Control) is evoked, there remains potential problems which have been seen in the past - 7/7 being a prime example.

The answer is therefore to look to be bearer independent. As pointed out by David Lawford, APD, "Bearer independence is really the solution and as an industry it should be incumbent upon us all to provide advice to this nature. Everyone is aware of the short comings of Airwave for certain applications yet it is understandable that many forces will want to use the service for data transmission due to the investment levied on the network. There is also a level of fear and intrepidation since it isn't clear what the costs will be for using the Airwave network for data. I do believe it is right to look at using the service, but users should also consider complimentary networks too, hence the desire to be bearer independent."

Roy Hawes, Beat Systems agrees wholeheartedly, stating that the ability to toggle between networks, seamlessly and transparently to the user is certainly the most robust means of data transmission. Commenting further, Peter Harris, Arqiva said, "In pilots we have been involved in, both Airwave and GPRS have been used. Airwave is perfectly fine for short data transmissions, but there can be conflicts if held up by voice traffic. For instance if trying to send data, it is held up because of voice traffic it creates a bad user experience and because the bandwidth of TETRA is not broadband it is not really suitable for large quantities, images etc. Accepting it is totally secure and private but its usage for data is limited."

Hawes continued by pointing out that an important element to data transmission reliability is that if the signal is lost momentarily the solution must be able to automatically synchronise and update providing a resilient and robust application for mission critical usage.

### ➔ cost benefits

There are certainly cost benefits to using Airwave, but with data costs reducing on GPRS and as 3G is rolled out the increase in bandwidth will enable faster and more reliable transmissions. Harris added, "There is without doubt a need to be multi bearer but this means having devices that can cope and are designed as open standards. It is easier for in-vehicle terminals but more difficult for handheld devices."

Continuing Lawford added, "As more and more applications are being considered, such as the use of video footage - bringing with it valuable operational benefits to use images at the scene of a crime for instance, if this is required to be sent in real time TETRA will struggle and the voice/data contention continues since they can't be used in tandem. Therefore the device needs to be multi bearer independent. Suppliers, through software, should be able to intelligently route the information. I.e. mix encrypted GPRS, TETRA, 3G etc, the flexibility needs to be built in so intelligent choices can be transparent to the user."

Essentially if the data transfer is primarily using TETRA and the message fails, the user doesn't need to know if the application re-routes the data via another bearer - all the user needs to know is that the message has been sent and delivered securely and rapidly.

### ➔ alternative carriers

When looking at alternative data transmission bearers, another option that could be considered is Mobitex. This is a proven digital packet network and as pointed out by Lawford is the only network supplier that currently provides a meaningful SLA. Mobitex (now owned by BT Transcomm) however is narrowband, therefore it is difficult to send images. "I think the challenge is to encourage manufacturers to design OEM modems to fit inside handhelds enabling bearer independence. Even during 9/11 the data network was the only bearer that kept running."

MESH and WiMax are two other potentially interesting bearers and as pointed out by Lawford, APD already has customers that can update through Wi-Fi, "If encryption issues are met then this would be another option for the emergency services." The use of Wi-Fi is currently being deployed in New York, and considering the benefits this is bringing to cross agency interoperability it could potentially be the future for the UK. But as pointed out by Lawford, who would be prepared to build a Wi-Fi network that didn't just cover major cities, but say for example the loop of the M25? A potential driver for this however, could be the Olympics in 2012 - if the finance is available from the Government, a WiMax type network could be rolled out.

Discussing this issue further with Arqiva, Harris confirmed that they had the frequency available that could be used to build a dedicated network for the emergency services. "We are looking at this possibility since public networks get very busy in a major incident scenario."

Arqiva's current mobile data solution is multi bearer and in the future could be used to store and forward packets of data as required. "It is an ongoing development," confirmed Harris, "Where two bearers could be kept open in parallel."

Satellite communications are another area that can bring benefits to mobile data transfer and work incredibly well in terms of coverage and reliability, plus are suitable in remote areas that other networks may struggle to provide adequate coverage for. All in all, with the varying choices available, and the recognition that not one service will fit all needs the end result has got to be bearer independence. Having accepted that, the next step is to encourage industry to build devices with open standards, such as are currently available within the smartphone and PDA consumer markets.

### ➔ platform independence

Another area and one in operation at BTP and at Cheshire Police is platform independence. The ability to use a common services platform, for example as at Cheshire Police who are using BlackBerrys, PDAs, Tablets, MDTs etc, the screen content looks and feels the same therefore the population of information rendered to the

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➔ Peter Harris, Arqiva





*"We have been able to verify that the use of mobile data has enabled officers to spend an additional 51 minutes out on the beat (equating to roughly 10% of a shift)."*

➔ Andrew Watson, BTP

device in a similar format irrelevant of file or size. What is more, as pointed out by Hawes, "I believe the solution to be unique, an officer can log on once, the system knows his profile and therefore all information pertinent to him and his role is rendered in a usable format. It is a similar operation with intelligence reporting at BTP, the mobile data solution is designed to populate forms requiring only one set of form filling and security issues are avoided as the solution is set to CESG standards ensuring encryption at the necessary levels.

### ➔ driving efficiency

In fact the use of mobile data currently in use at BTP is a prime example of how mobile data can drive efficiency and meet the suggested requirements within Sir Ronnie Flanagan's interim Review of Policing report. In fact, the report highlights how the use of mobile data can enable more efficient policing from evidence involving BTP, Bedfordshire, Hertfordshire, Staffordshire, Strathclyde and Sussex police forces.

Commenting, Andrew Watson, BTP said, "We have been able to verify that the use of mobile data has enabled officers to spend an additional 51 minutes out on the beat (equating to roughly 10% of a shift)."

As many will be aware some police officers have been concerned about the increasing levels of paperwork and in fact, Panorama highlighted this very recently with the 'Wasting Police Time' documentary. Therefore, even with the advent of technology such as mobile data, although PNC checks and other database searches can be achieved whilst out on the beat, improving the efficiency of control room staff, no longer required to handle calls from frontline officers of this nature, can it really help keep officers out of the station longer?

Watson is emphatic it can, providing officers are provided with the ability to print and cross populate forms. "One of the areas that is unique to our usage," said Watson, "Is the ability we have provided officers to print stop forms, reducing the need to return to the station with potential offenders. The officer simply completes the data at the scene, prints the form, hands it to them and that encounter is now closed. Even with intelligence reporting, the data can be recycled via drop and insert, there is no need to re key data and it is very user friendly."

BTP utilises commercial GPRS, and although it also has Airwave devices, the force has ruled out concerns about security using GPRS since all of the data traffic is encrypted, the devices are encrypted and no data is actually stored on the device, therefore should an officer lose it no risk is presented.

When discussing the how the solution was accepted by officers, Watson agreed there were cultural issues, however, the selection of Beat Systems, was due to the fact that the mobile data solution was modelled around the forces business process. Commenting further Watson said, "In order to ensure success it was not simply a case of understanding the benefits that mobile data could bring and training officers, but physical requirements such as the uniform. At BTP we redesigned the uniform creating a vest overlay which has pockets specifically designed to house the PDAs and printer. We also worked

closely with officers to ensure there were no cultural issues. In addition to which, drip feeding the roll out meant that officers who were trained in, and using the mobile data applications became the best source of propaganda to roll the solution out force wide."

Watson believes however that every service should remember that mobile data is not a panacea, but a decision support tool and perhaps even more importantly it does not produce a change in the business process but simply supports it.

"Mobile data applications are all about decision support and the volume of data is to a degree not as important as the content, which enables officers to make better informed decisions and assists them in job."

"The ability to print," emphasised Watson, "Is key to the success. You are not saving time, or improving efficiency if you can't print whilst out on the beat and I guess that is the cultural hurdle. Examples can be seen, for instance if criminal justice moves to street based justice, i.e. ASBOs being issued by police the only way to achieve this efficiently is to serve papers whilst out on the beat."

Admittedly there could be concerns in the amount of equipment an officer would be required to carry, however, as mentioned earlier, re-designing the uniform to house both printer and PDA, selecting printers such as the Brother which is only 12mm thick BTPs officers have not found having the equipment an issue. Commenting further Watson said, "With the equipment being low profile, carrying it on the body has not been an issue and this was the reason we selected a cartridge printer as opposed to a roll printer. Every stop necessitates the use of one sheet of paper and the printer cartridges hold 50 sheets, therefore officers carry an additional pack with them. Since the introduction of printing stop forms, we have seen a 93% increase in the number of stops and it has not created any additional paperwork."

BTP is already beginning to evolve its mobile data usage and is currently trialling a mobile version of ANPR, the force is also looking at biometrics although to a degree this is currently restricted with the bandwidth currently available but one of its long term plans is for a mobile CCTV strategy and the ability to instantaneously circulation images if and when required to officers who are remote from the station.

### ➔ and to the future

Mobile data applications that are bearer independent, platform independent and based on open standards can certainly pave the way for more efficient dissemination and utilisation of information. Furthermore additional evolutions to solutions are already taking shape, which can also make form population even easier. Beat Systems, for instance has developed a voice recognition solution that enables officers on covert operations to keep an eye on the subject or in-deed officers driving can benefit, an area that Cheshire Police is soon to embark upon. Concluding Hawes said, "Our solution is also designed to be multi-agency too, we believe that multi agency capability combined with platform and bearer independence will allow true interoperable and sharing of data whilst away from the station."

*Mobile data is not a panacea, but a decision support tool and perhaps even more importantly it does not produce a change in the business process but simply supports it.*



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# emergency response vehicle used in Scotland for joint service operation

Strathclyde Partnership for Transport worked with Airwave to provide coverage in an area of the Glasgow Subway on a joint exercise simulating an emergency incident involving a train within a tunnel. This was the first use of the Emergency Response Vehicle in providing underground coverage outside of London...

*Strathclyde Partnership for Transport wanted to compare the existing analogue and Airwave's digital communications system in order to verify the differences. Consequently an exercise was set up in collaboration with the emergency services, named 'Operation Crystal,' whereby SPT simulated a train incident within a tunnel as it approached Shields Road underground station, part of Glasgow subway. It was agreed that the fire service would use their existing radio system at one end of the tunnel, whilst Strathclyde Police, SPT, and British Transport Police (BTP) would use the Airwave system at the other end.*

One of the most difficult issues in emergency services communications today is the challenge behind enabling coverage in underground environments. Emergency services in Scotland currently have no communications systems in the underground tunnels. In the past, incidents that have occurred in underground tunnels where radio communications are limited have had to rely on 'runners' to pass messages between the different ground levels.

Strathclyde Partnership for Transport (SPT), who run the underground transport system in Glasgow, have been pre-empting this problem in collaboration with Airwave, providers of the secure digital radio network dedicated for the exclusive use of Britain's emergency and public safety services.

Currently SPT use an analogue system which provides them with radio communications in the stations only, however, the analogue call quality is patchy and it does not extend into the underground tunnels. The system is nearing the end of its lifecycle and SPT wanted to trial and test the effectiveness of the Airwave coverage within the underground network, via a practical exercise to ensure the solution met their requirements.

## ➔ operation crystal

SPT wanted to compare the existing analogue and Airwave's digital communications system in order to verify the differences. Consequently an exercise was set up in collaboration with the emergency services, named 'Operation Crystal,' whereby SPT simulated a train incident within a tunnel as it approached Shields Road underground station, part of Glasgow subway. It was agreed that the fire service would use their existing radio system at one end of the tunnel, whilst Strathclyde Police, SPT, and British Transport Police (BTP) would use the Airwave system at the other end.

Siobhan Scott, Airwave ERV Product Manager commented: "In order to proliferate the Airwave coverage underground we used an Airwave Emergency Response Vehicle (ERV), seven of which are currently in use on the London underground. Our ERVs can be quickly mobilised for use at planned events, such as this one, or sent out in the case of a major incident to provide

immediate communications in an area of limited coverage."

On the day of the exercise the ERV was positioned at the incident site to co-ordinate the real-time communications. In order for the Airwave coverage to be received underground, the team made full use of the functionality of the ERV to provide coverage via a leaky feeder system to the station concourse, stairwells, platform and tunnel areas. As police forces across England, Scotland and Wales have already been equipped with Airwave handsets, Strathclyde Police used their existing radios to communicate. The fire service used their existing radios and Airwave handsets to ascertain the difference between the levels of underground coverage.

## ➔ effectiveness

The fire officers using the analogue radios had difficulty in communicating along the platform and into the tunnel and could not communicate between the train, tunnel and platform during the exercise. They then tested the Airwave coverage using spare radios kept within the Emergency Response Vehicle.

The difference was noticed immediately. As the Airwave network is engineered to provide crystal clear call quality, users were able to convey messages quickly and effectively without the need for repetition. Users were also able to communicate directly with each other, regardless of which organisation they worked for, allowing for a more cohesive response. Above ground users were able to hear the communications from services in the tunnels and were able to pass messages back and forth.

This not only emphasised the benefit of seamless coverage, but also the potential of tri-service communications between the police, fire and ambulance services. The Airwave systems allowed effective inter agency operability providing a communications platform that supported an efficient and effective response to the incident.

For the first time ever, radio communications were up and running in the Scottish underground tunnels. Stephen Halley, Airwave's Client Manager in Scotland,

explained: "As this was the first time the ERV had been used for a joint operation in Scotland, we were happy to see the functionality of the equipment being effectively used, and its potential for interoperability should a major incident occur in Scotland.

This success was then further validated by the level of positive feedback from the attending bodies. By having the emergency services collaborating together it demonstrates how valuable time can be saved, which in case of emergencies equates to saving lives."

The exercise emphasised the imperative need for quick mobilisation of communications at an emergency site. The ERV delivered mobile temporary coverage that facilitated rapid communication between the agencies involved throughout the underground incident area. Evacuations cannot be co-ordinated without communication underground, and without being able to maintain contact with personnel on the ground, the safety of the emergency services personnel is also endangered.

Discussing this further and highlighting the resilience, Scott, added: "In addition to faultless coverage, a specific benefit of the ERV solution worth noting is its resilience. As can often be the case with these types of emergencies, the site can often be deemed unsafe for extended periods of time during evacuations.

In these incidences communication becomes even more essential. A great benefit of the ERV is that the system

can be unmanned for up to 10 days, and managed centrally via our network management centre."

#### ➔ going forward

With the benefits of underground coverage firmly established for the emergency services, the next step lies in the implementation. Airwave can provide a variety of solutions to ensure clear underground coverage. In addition to the Emergency Response Vehicles, Airwave can also deliver an in-built solution called 'special coverage' that enables permanent coverage in underground areas. Following Operation Crystal Peter Holmes, Client Manager at Airwave for SPT, concluded: "The cooperation and responsiveness between SPT, the emergency services, Scottish Executive and Airwave enabled this test to take place and demonstrate how underground communications can and will work in the future."

Ron Culley, SPT Chief Executive added: "Operation Crystal was a full scale emergency exercise to test responses to a series of incidents involving the Subway system that would place the emergency services on full alert. It was devised to specifically test the communications systems and such an exercise is an important part of SPT's contingency planning arrangements. The exercise proved to be a valuable learning experience and the Airwave system proved its worth."

*The fire officers using the analogue radios had difficulty in communicating along the platform and into the tunnel and could not communicate between the train, tunnel and platform during the exercise. They then tested the Airwave coverage using spare radios kept within the Emergency Response Vehicle. The difference was noticed immediately.*



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# power behind the frontline

Royal Berkshire Fire and Rescue Service deployed a 21st century network from Easynet just over a year ago. Dawn Davison-Read speaks to Alan Newcombe, information systems officer at the brigade to identify how this next generation network is helping improve the efficiency of the service, and about the additional enhancements following the completion of the upgrade at the end of August 2007...

*Alan Newcombe is a member of Easynet's Customer Advisory Board (CAB), which regularly asks customers where the company is going right and wrong. "Easynet's management actually want to know our views. In most companies the board members have no idea what level of service they're really providing. Because of our feedback Easynet's service has constantly improved." Being close to the decision makers has meant that the Service has been able to take advantage of Easynet's market knowledge. This in turn has led to insights that have helped with forward planning. He says: "Easynet provides a real sounding board. You get a direct view and you can see what's in the pipeline. It makes it much easier to devise an IT strategy. We now have three and five-year views which have a real basis. Easynet treats us like people, not customers. We think of them as colleagues. Sometimes we even forget they're from a different company."*

The Royal Berkshire Fire and Rescue Service attend some 12,000 incidents every year ranging from road and rail accidents to fuel and chemical spills, aviation and waterway incidents, collapsed buildings and of course, fires. Covering an area that includes one of Europe's busiest motorways, the brigade needs to ensure that its non-emergency (yet still critical) communications which link each of its 20 fire stations and headquarters are both resilient and efficient.

The brigade required a fully managed network that would increase bandwidth and reliability as well as offering voice over IP (VoIP). Following a standard tender procedure, the contract was awarded to Easynet, due to its ability to provide a wholly owned network based on fast, flexible, modern multiprotocol label switching (MPLS) technology and also for its ability to work closely with the brigade.

The fact that Easynet had pioneered Local Loop Unbundling (LLU) was another factor in its success. Explained Alan Newcombe, information systems officer at the Royal Berkshire Fire and Rescue Service, "The other providers couldn't give us a full service because part of their network would always be owned by BT. But now Easynet has its own equipment in exchanges it has full control over both bandwidth and price and that makes it much easier for us to increase our bandwidth cost-effectively."

## ➔ more speed, more services

Easynet has dramatically increased the Service's bandwidth for the same cost as its previous solution and plans to increase it further, taking advantage of Easynet's new EtherStream product. Newcombe added, "The Easynet network is very flexible - we can increase our bandwidth at any time without having to pay for a new line to be laid."

Easynet can prioritise the Service's data so that voice and video can take advantage of even higher bandwidth while everyday data such as email is held back. "Having voice over IP is a great step forward for us," said Newcombe. "It means we can have twenty phones for the same price as one and integrate voicemail into email

and provide unified messaging." Continuing he said, "We are also able to provide video conference facilities as well, which enables both daily tasks as well as in major incident scenarios to be handled remotely, equating to efficiency drivers."

Newcombe also explained that the brigade is now able to update appliance MDTs via the network. "Because the updates can be achieved differentially and are much faster than with previous technologies utilised in the past station computers and appliance MDTs can all be updated far more frequently. "For instance it used to take us up to three days to update all of our stations' operational intelligence systems, with this new network we can now achieve this within 1.5 hours - a huge time saving, essentially meaning more updates can be achieved and the data is more reliable."

Since the recent upgrade, the brigade now has even more bandwidth available, which means that its 'hot streets' campaign using GIS mapping to identify trends can now be tied in with community safety projects. "The solution is enabling us to continually evolve applications and our officers are able to use even more sophisticated tools to provide them with even more reliable and up-to-date intelligence to help us become even more efficient."

This NGN is also enabling Berkshire to deploy a wireless network, providing a further benefit of the MPLS network, and with the low latency back ups are enabled of remote data more effectively too.

Newcombe also explained that by taking advantage of broadband and maximising the data the brigade can share information far more easily than previously. "We have seven local authorities that we are currently working with, and through our 21st century network we can share VPN connections with them all of the protocols and security agreements are in place to enable us to become far more integrated with other agencies. Concluding Newcombe stated, "The biggest impact we have noticed is the ability to work more effectively both internally and with partner agencies, it isn't one person or agency controlling or paying for the network which ultimately results in us being able to better serve the public."

## President Address

# A common theme - investment in communications



As this issue goes to press, in representing BAPCO I am attending the APCO Canada conference in Calgary.

The conference appears to have one consistent theme, that of investment, which was echoed during the opening ceremony presentation by Mayor David Bronconnier. He stated that events, such as the APCO Canada Conference, that protect the health and safety of our citizens, are just as important an investment as the costs associated with the implementation or update of Public Safety Communications. He also raised the issue that this expenditure pales in comparison to the costs of lost time or life, which often result from emergency situations.

How true this is. For us in the

UK, against a backdrop of limited public spending in the critical need for Emergency services to interoperate at all levels including policies, practices and structures. This is the very theme of presentations here in Calgary highlighting the international concerns around this key issue.

Back in the UK, at BAPCO, we held a very successful Strategic Planning Meeting last month, with the Regional Chairs and Executive Officers. The priorities for the organisation over the next twelve months were set out and I would urge all members to discuss this with their Regional committees so that we can achieve these aims with the support of all members.

After all, at the heart of all we aspire to achieve remains the fact we are a user led organisation. I

therefore ask you the members to continue to share your views with the regional committees or executive officers who work on your behalf.

October also sees the BAPCO Road Show take place, and whilst the first event will have already occurred by the time you receive this issue, there is still time to consider attending the two remaining events on the 17 and 31st respectively. The conference is based around flooding and addresses inter service information and data sharing.

As usual please feel free to contact myself or any of the executive team with any ideas or indeed questions you may have that feel are relevant to your Association

**Ray Trotter**  
**BAPCO President**

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# Scottish Fire Conference Shaping the future together

On Monday 12 and Tuesday 13 November, fire authority officials, key stakeholders from local and central government and their partners will be converging at the Crieff Hydro Hotel, Sctoland for a two day event to share perspectives and debate the key challenges facing the Scottish Fire and Rescue Service.

As well as gaining a clearer perspective of your organisation's expectations / demands of the Fire and Rescue Service, the audience will be trying to gain a better understanding of the likely difficulties and challenges which they may experience in the coming years. For example:-

Shaping a service fit for the 21st century;  
National agendas -v- local priorities;  
Wider responsibilities, same levels of funding;

The pivotal role of partnership working;  
Scotland's emergency preparedness;  
Governance and Scrutiny – the role of elected members;

The Fire and Rescue Service's role in community planning and engagement;  
BAPCO will be exhibiting at the conference for full details on this event, please contact Linda Bruce, Conference and Events Manager at COSLA on email: linda@cosla.gov.uk or contact her via telephone on 0131 474 9228.

## 2007 Roadshow - Breaking down the barriers

The 2007 BAPCO Roadshow programme is currently underway and will be highlighting flooding as the theme for inter-service information and data sharing. Two of the three days remain: 17th October 2007 - Yew Lodge Hotel, Kegworth (near to East Midlands Airport, just off M1 junction 24; 31st October 2007 - Royal Berkshire Conference Centre (Madejski Stadium), Reading.

These seminars, together with the Annual Conference and Exhibition are

designed to provide a structured series of educational and networking opportunities and the mini-exhibition, consisting of a minimum of ten 'table top' exhibition stands at each seminar gives our commercial partners an opportunity to demonstrate the latest developments in technology. To register - please email your name, organisation and contact details (including postal address, telephone number and email address) to admin.manager@bapco.org.uk

# BAPCO 2008

## Call for Papers

Plans are currently in progress for the 2008 BAPCO conference and exhibition. Hosted at the Business Design Centre, Islington from 23-24 April 2008, the two-day conference is the premier event in Europe for all professionals involved in civil contingency response, business continuity and information management technology. The theme for the 2008 conference is: **Terrorism and Major Incidents**. Submissions are now being considered for high quality presentations covering the integration of ICT for civil contingency responders, The use or implementation of communications equipment, The use or implementation of information management technology, A vision of how future technologies could help your colleagues.

The deadline for proposed papers is 26 October 2007. Submissions should be sent to Ken Mott, CEO, BAPCO Ltd, Po Box 374, Lincoln LN1 1FY. For further details please contact Ken Mott on +44 (0) 1522 575542 or email: ExecD@bapco.org.uk

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SURNAME	
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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"/>
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Regional	<input type="checkbox"/>	Emergency Management	<input type="checkbox"/>	Maintenance	<input type="checkbox"/>
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Private	<input type="checkbox"/>	Central Government	<input type="checkbox"/>	Network Provider	<input type="checkbox"/>
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		Other	<input type="checkbox"/>	Personnel	<input type="checkbox"/>
				Other	<input type="checkbox"/>

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# private wireless networks - are they suitable for public safety?



Ever wondered if private wireless networks would remain viable in today's public safety environment? Think they're too slow? Too expensive? Think public networks are the way to go when providing critical data services to your agencies? Radio IP Software from the US has a different opinion...

Questions frequently addressed concerning private wireless networks, when considering options for resilient communications are often answered with being too slow - particularly stateside and whilst in the UK for voice communications we have a resilient private radio network (Airwave) the questions can be addressed for non voice traffic and also for category 2 & 3 responders and perhaps even more importantly for the transfer of data. For instance, in the recent Virginia Tech tragedy, the cellular networks crashed with the volume of calls. Thanks to good IT planning, the emergency responders leveraged a private network to ensure critical communications were maintained.

In emergency situations it is imperative that data can be sent and received, and to do this, Radio IP Software believes that a reliable private wireless network is paramount.

For instance, Forsyth County, Georgia, has implemented Radio IP MTG to support a mobile-office initiative for its public safety and service agencies. The Radio IP MTG software, which features a secure Mobile VPN, improves the County's data transmission 100-fold by compressing data transmitted across wireless networks. Implemented in 350 vehicles, the continuous wireless connectivity solution enables officers to leverage high-bandwidth computer aided dispatch (CAD) and records management systems (RMS) over a private Motorola Integrated Voice and Data (IV&D) network and public Wi-Fi network without experiencing latency or dropped connections.

"It is paramount that our officers be able to quickly

access mission-critical information from their vehicles," said Brian Converse, Radio Systems Manager, Forsyth County 911 Center.

"Prior to this implementation, it could take up to eight minutes to complete routine tasks, such as license plate checks. Now, with Radio IP MTG's unique compression features, it takes less than one minute to deliver information to a unit."

## ➔ increasing productivity and response

The Forsyth County 911 Center supports the Fire Department, Sheriff's Office and the Rural/Metro ambulances, providing first responders with the tools and infrastructure needed to effectively serve the citizens of Forsyth County.

To increase productivity, preparedness, and response times, the County wanted to provide its officers with a mobile-office environment that would support vehicle-to-vehicle messaging, report processing, and National Crime Information Center (NCIC) queries. In order to leverage a combination of applications, including Radio IP Software's partner InterACT MobileCAD software, over the IV&D and Wi-Fi networks, Forsyth needed a solution that would provide seamless switching and session persistence between networks as well as support the rate of data flow to and from the vehicles.

With Radio IP MTG, the Forsyth County 911 Center has seen an improvement in its overall network performance. The solution, which is transparent to the end-user, significantly boosts Forsyth County's network throughput and automatically reconnects to the network

*In emergency situations it is imperative that data can be sent and received, and to do this, Radio IP Software believes that a reliable private wireless network is paramount.*

*"Radio IP Software provides solutions that easily integrate with existing mobile environments so that IT managers don't need to adopt an entirely new set of applications or write new interfaces. The Radio IP MTG is an easy-to-manage solution that simplifies system management by enabling IT managers to configure the system while officers are in the field."*

➔ Mike Bourre, Vice President of Sales and Marketing, Radio IP Software

if the signal is lost. Radio IP Software's patented TCP/IP optimization and compression engine significantly reduces the volume of data being transmitted and quickly transfers files.

**➔ easy to manage and integrate**

"Radio IP Software provides solutions that easily integrate with existing mobile environments so that IT managers don't need to adopt an entirely new set of applications or write new interfaces," said Mike Bourre, Vice President of Sales and Marketing, Radio IP Software. "The Radio IP MTG is an easy-to-manage solution that simplifies system management by enabling IT managers to configure the system while officers are in the field."

Radio IP MTG delivers high-performance, reliable and secure data connectivity with Mobile VPN functionality between public and private wireless networks and applications. In particular, the RadioRoam functionality now enables the department to better manage the connection between IV&D, public Wi-Fi and its laptops. With a planned installation of Motorola's High Performance Data (HPD) network in 2008, Forsyth County will continue to provide support for its officers in the field so they can focus on citizen safety.

Whether agencies leverage a single private network, or a combination of network standards, Radio IP Software provides the end user with a seamless, transparent experience and significantly increases data transmission. Meeting customer needs through its own solution and its work with strategic partners, Radio IP Software improves the interoperability between wireless networks, devices, and software applications.

Radio IP MTG(tm) has also been chosen by Ohio MARCS (Multi-Agency Radio Communications System). Ohio MARCS is leveraging 2,500 Radio IP MTG licenses to achieve continuous wireless connectivity for its public safety and service agencies on its Motorola DataTAC network. The Radio IP MTG solution, which includes a secure Mobile VPN, has enabled Ohio MARCS to improve its data flow 10-fold and reduces the amount of IT support required in the field by managing network connections and compressing data traveling over the network.

A not-for-profit network provider connecting first responders with other public safety and service providers across the state, Ohio MARCS serves agencies such as the Ohio State Highway Patrol, Ohio Department of Natural Resources, and Ohio Emergency Management Agency with secure wireless network connectivity.

These agencies utilize computer-aided dispatch, automated vehicle location, geographic mapping, and records management solutions. Many of these applications, which are data-intense, were previously unable to run on the network.

According to Ohio MARCS, the agency is now able to use applications they previously couldn't before installing Radio IP MTG on its network. The solution proved ideal for the private network and officers are now leverage reporting systems and even receive mug shots in the field. The agency is saving time and keeping its officers in the field connected to the information they need to stay safe and be effective.



Prior to using Radio IP Software's solution, Ohio MARCS experienced high latency and the amount of data agencies could send over the network was limited. With Radio IP MTG, agencies have seen a significant improvement in network performance.

The solution, which is transparent to the end-user, reconnects to the network if the signal is lost while ensuring all data is transmitted automatically. With Radio IP Software's patented TCP/IP optimization and its own compression engine, the amount of data transmitted is reduced and files are transferred quickly.

Prior to using Radio IP Software's middleware, the data officers would send across the network would get backlogged and Ohio MARCS' IT department would receive 20 to 30 support tickets requesting in-car assistance each week. Each request would take up to 10 hours to resolve.

Now, with Radio IP MTG, Ohio MARCS has seen the number of support tickets drop to less than 10 a month.

The Radio IP MTG connectionware includes traditional middleware features such as Mobile VPN technology to securely connect to specified networks.

The connectionware operates on both private and public wireless networks including WiFi, WiMax, Mesh and HPD (High Performance Data). Moreover, it provides the added value of managing these network connections and reconnecting without end-user engagement. With its rules-based intelligent roaming and data compression, Radio IP MTG provides agencies with a secure way to maximize private wireless network performance.

"Radio IP Software is focused on providing agencies such as Ohio MARCS with the ability to focus on their job, not their data," said Mike Bourre, Vice President of Sales & Marketing at Radio IP Software.

"Ensuring Ohio MARCS could get the most out of their existing network investment means they can provide their users with the best service and keep officers connected to the information they need to stay safe on the job."

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# Recruiting in the Public Safety Sector?

We have a senior level audience regularly reading this section

Contact:  
Natasha Nel  
020 7973 4769  
[n.nel@hgluk.com](mailto:n.nel@hgluk.com)



The European Commission (EC) is preparing to launch a selection and authorisation process that will allocate the 2 GHz 'S-band' spectrum to satellite operators and their terrestrial partners. In the first process of its kind in the telecommunications industry the successful applicants will be granted a pan-European authorisation for mobile satellite services (MSS). Furthermore, the successful applicants will also have access to the S Band for a complementary ground component (CGC), enhancing service, which will be licensed by individual member states. This article, exclusive to The BAPCO Journal, highlights the benefits of being able to seamlessly switch between satellite and terrestrial connectivity and the important benefits satellite communications can bring to major incident scenarios...

*This technology will use the 2 GHz spectrum to provide connectivity for the emergency services in even the most remote parts of Europe. The EC selection and authorisation process has criteria which favour networks that plan to roll-out a Pan-European network, tacitly supporting those networks which aim to address the problems of emergency responder connectivity in remote and inhospitable regions and not just in densely populated urban centres*

The unique benefit to Public Protection and Disaster Relief (PPDR) services of MSS/CGC is the ability for the user to seamlessly switch between using the terrestrial component to connect a call and using the satellite to connect a call, thus providing network redundancy in times of need. These technological and regulatory factors combine to make the selection and authorisation process an opportunity to create a Pan-European PPDR service that can increase connectivity for emergency responders throughout Europe.

#### ➔ the selection process

A number of companies – including TerreStar Global – are planning to take part in the EC Selection and Authorisation process with a keen focus on the provision of PPDR services. They aim to address specific telecommunications requirements of the emergency services and provide facilities that have been hitherto unavailable in other public safety communications platforms. One example of this is the integration of mobile satellite and ground component technologies, which enables the satellite and terrestrial communications networks to provide a ubiquitous platform for communications and data transfer. This technology will use the 2 GHz spectrum to provide

connectivity for the emergency services in even the most remote parts of Europe.

The EC selection and authorisation process has criteria which favour networks that plan to roll-out a Pan-European network, tacitly supporting those networks which aim to address the problems of emergency responder connectivity in remote and inhospitable regions and not just in densely populated urban centres. An important feature for dealing with spikes in demand during emergency situations is the real-time reallocation of system spectrum and power through spot beams which allows the satellite to provide more capacity when and where it is needed.

#### ➔ reinforced communications

Even if there is an emergency situation in Transylvania and the Scottish Highlands at the same time, the MSS/CGC network will have the coverage and capacity to deal with it. The reinforcing of the network with CGC will allow greater capacity, particularly within urban areas where there is a dense concentration of users. At times of increased demand for service a TerreStar-type system will provide a much more efficient service for prioritising calls than the crude ACCOLC system used to prioritise GSM and 3G calls.



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*An important feature for dealing with spikes in demand during emergency situations is the real-time reallocation of system spectrum and power through spot beams which allows the satellite to provide more capacity when and where it is needed. Even if there is an emergency situation in Transylvania and the Scottish Highlands at the same time, the MSS/CGC network will have the coverage and capacity to deal with it.*

TerreStar's service will be IP-enabled allowing emergency responders to be prioritised in a precise and carefully planned manner during disasters. This limits the effect of an act such as the destruction of the CGC, minimising the impact on those who need the connectivity most.

An important attribute, invaluable in a serious disaster situation, is the disaster resilient nature of the satellite which allows the service to remain operational even when the CGC and other terrestrial networks have been disabled. Collapse of terrestrial systems can happen, either due to the physical destruction of masts, or the sheer number of calls made by the public following a disaster which can cause networks to become congested and fail. This is not acceptable as when disasters of that magnitude occur, connectivity is needed most urgently as the speed and efficiency of public protection and disaster response (PPDR) services are critical to saving lives and property.

### ➔ the ability to interoperate

A vital element of any new system is its ability to interoperate with existing PPDR communications networks. Today's emergency communications systems rely on a number of different technical standards, which means that all too often they cannot talk to one another. Different users and emergency services must be able to communicate with one another in the same way that we expect one mobile phone to route our calls to any phone, irrespective of service provider or standard.

While previously the use of different technologies has caused a breakdown in communication between emergency responders, the all new-IP network providers such as TerreStar, will interlink seamlessly with existing communications solutions such as TETRA and the 3G market.

Accordingly, TerreStar is currently working towards creating a chip set that will eventually lead to the production of a single user terminal that can use the MSS/CGC, TETRA, and 3G networks. Thus within existing TETRA networks the handset will work with the same functionality as a TETRA-only handset, but when the user moves the handset outside the range of the TETRA network, or when natural or man made disasters have disabled the TETRA network, the handset can quickly switch from using the TETRA network connecting via the MSS/CGC network.

This allows MSS/CGC to operate as a complementary service with existing TETRA operators, providing extra coverage, extra capacity, and the ability to work as a back up in even the most destructive disaster situations due to the disaster resilient nature of the space component. This will greatly improve the service that can be provided for emergency responders, increasing connectivity and making sure that channels of communication are open at all times and prioritised for the right people.

TerreStar is also working on the same interoperability with 3G. This will allow users to switch between the 3G network and the MSS/CGC network as and when necessary. This will be invaluable in situations which require constant communication with governmental officials, such as a visit by a foreign Head of State, but

where the relevant governmental officials may not have an MSS/CGC or a TETRA handset.

The technology provided by TerreStar will allow all calls to be made from the handset no longer requiring emergency responders to carry around two or three handsets. A handset that combines MSS/CGC, TETRA, and 3G will provide all the necessary connectivity for a PPDR situation maximising the efficiency of communication for emergency responders.

Not only does the selection and authorisation process already include support for PPDR activities as one of its goals, but also significant political support is building up in Brussels to ensure this public safety opportunity is not wasted. Many companies taking part in the selection and authorisation process plan to provide satellites with only a broadcast ability, thus enabling mobile television services, but not two-way communication. While Mobile television will bring social and cultural benefit, it must also be remembered that this spectrum can help save lives.

EURespond, a group of interested parties from all parts of the public safety world, believes that the allocation of the spectrum at EU level will provide an effective cure-all for emergency communications across the continent. It has taken an active part in the consultation process leading up to the selection and authorisation process and believes that this chance must not be missed.

EURespond has also brought attention to the way in which the MSS/CGC service will also help to bridge the digital divide, with the dual impact of not only improving connectivity in rural areas, but providing connectivity for emergency services working in those most inhospitable of areas.

### ➔ spectrum benefits

EURespond is not alone. Outside the EU recognition of the benefits this spectrum offers to PPDR have been stressed by a clutch of other entities after a series of natural and man-made disasters have focused attention on the need for resilient communications.

Hurricane Katrina and 9/11 have led to a high level of spending on PPDR in the USA and a belief that the MSS/CGC technology will provide the solution to the problems of connectivity suffered during those and similar disasters. PPDR agencies on this side of the Atlantic, especially following the London and Madrid bombings, are demanding that we follow the example of the USA in working towards more robust communication services for PPDR situations.

Bodies such as the ECC, PSC Europe, and the TETRA Association, amongst others, have all recently stressed the importance of new services — particularly in terms of higher data rates — that MSS/CGC will be able to provide to the emergency services. The interoperability, added redundancy and ubiquity of the new breed of satellite networks makes this a crucial stage in providing the next generation of communications systems for PPDR.

The EC process ignores the importance of robust communications for the emergency services at its peril. While options such as mobile television will bring social and cultural benefit, it must also be recognised that this spectrum can save lives throughout Europe.

*EURespond, a group of interested parties from all parts of the public safety world, believes that the allocation of the spectrum at EU level will provide an effective cure-all for emergency communications across the continent.*

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*South Gloucestershire is one of the fastest growing areas in the country with over 30,000 jobs and 18,000 homes created since 1991. The population has grown by over 20% in the past 20 years, to 246,000 and this level of growth is expected to continue.*

South Gloucestershire Council is realising the benefits of implementing Actuate Performancesoft Views, through continuous measurable improvements in its Performance Management programme.

"Actuate Performancesoft Views enables us to accurately use comparisons and benchmarks when assessing our data, on both a local and national level," explains Andy Davies, Head of HR & Organisational Development at South Gloucestershire Council. "The process of collecting and reporting on data is now much more economical, allowing us to redirect our resources to more productive tasks. Most importantly, the data is always up to date and consistent – so that we all see a single version of the truth."

The Council has already been recognised as a 3 star authority in the Audit Commission's assessment of local councils, and its ambition is to be recognised as excellent both by the government as well as by residents. In order to achieve this, South Gloucestershire Council is continually looking to strengthen its Performance Management programme, and provide staff with the ability to better anticipate, understand and improve upon the various factors that contribute to performance as a whole, by maximising the use of Actuate Performancesoft Views.

The Council wanted to improve its Performance Management culture by strengthening the existing Performance Management arrangements. To accomplish this, it needed to help individuals and departments to take ownership of performance while enabling them to better manage and report on performance information.

South Gloucestershire Council wanted a solution that could help staff understand the links between policies and strategies, whilst visually showing the impact that each group's execution has on performance overall. This then enables the alignment of priorities from an

individual and operational level through to the strategic level.

Davies adds, "Having Views on the desktop of our managers and performance team helps us to accomplish this aim, offering at a glance access to our performance information and enabling users to drill down through performance data to identify the key measures that are impacting results overall. We can then take corrective action where necessary and encourage the use of best practice processes."

Following a thorough evaluation, Actuate Performancesoft Views was the unanimous choice as the preferred supplier when South Gloucestershire first sought to select Performance Management software. Davies explains, "Actuate scored highly in all the categories against which they were evaluated including demonstration, implementation strategy and the existing customer references they provided. Throughout the whole procurement process they showed a desire and willingness to work with the Authority to meet our needs."

"As public expectation and government requirements continue to grow, UK Councils are experiencing an increasing need to introduce effective Performance Management to their organisations," said Steve Fluin, Vice President Performance Management Division, Actuate. "We have worked closely with over 70 Local Government organisations to date to improve their performance and the experience and expertise that we have garnered is serving us well as we extend our lead in this sector of the Performance Management market. South Gloucestershire Council has a strong commitment to Performance Management and we are delighted that Actuate Performancesoft Views is its performance system of choice to deliver information in an effective, visual and actionable format."

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# NLPG: addressing the issues

Andy Hird, Professional Services Manager at Aligned Assets provides a frank account on the benefits of a central address gazetteer and highlights that the new version of the NLPG will be in place from this month - authorities should upgrade or face fines...

*The new version of the NLPG will be in place from October 2007. This conforms to the latest addressing standard BS7666:2006. Authorities should upgrade by this date or face fines.*

## → Aligned Assets is a relatively small organisation but has emerged as a major supplier of gazetteer software, what do you think has been the reason for this success?

You're right we are small compared to the large solution providers in the Local Government market. However, NLPG \ NSG (National Land & Property Gazetteer \ National Street Gazetteer) solutions are at the core of what we do. We've found that our competition is focussed on other business areas and that the Gazetteer is almost a secondary consideration. Our focus is on providing high quality 'open' gazetteer solutions and this has led to our success and rapidly expanding user base. The other factor is that the Symphony suite was developed with significant input from our users. We have listened to the needs of more than 70 clients to develop the Symphony GMS, which is why the system is so popular.



## → Any problems with getting Symphony accredited to the new British Standard?

We experienced a few minor problems at the start, but nothing that set us back. In fact, the Symphony Suite of applications was the first to achieve accreditation to the new British Standard BS7666:2006. Currently, ALIGNED ASSETS is one of only two suppliers to achieve accreditation to this new standard.

Also, one of our clients, Cardiff City Council, was the first authority in the UK to successfully provide updates to the NLPG in the new dtf 7.3 format.

The new version of the NLPG will be in place from October 2007. This conforms to the latest addressing standard BS7666:2006. Authorities should upgrade by this date or face fines.

## → Is it just Local Government who are using your solutions?

Initially, interest in our solutions was almost entirely from Local Government as they had been charged with the creation of the LLPGs (Local Land & Property Gazetteers), which together form the NLPG. More recently, with changes in the MSA, we have seen significant interest from other organisations with major addressing requirements. Recent clients include Dartmoor and Exmoor National Parks, British Transport Police and Cumbria Fire and Rescue Service. Interest is also being shown by the utilities companies. In fact, Dartmoor's and Exmoor's National Park Authorities work with local and

central government as well as the public to maintain local and national interests. In order to keep costs low and make life easier for its users, they are jointly taking the initiative to improve their geographic and address data management. Commenting, Dave Partridge, Geographic Information System Officer at Dartmoor said, "Dartmoor has a small IT team, with 4 permanent members of staff. We believe that the Aligned Assets solution will allow us to integrate our NLPG updates in an efficient manner with the minimum of our technical input. We just need something that works every time so we can concentrate on improving our service delivery."

## → What about integration with other systems used in Local Government?

From day one we realised that the only way to utilise the benefits of a central address gazetteer is if back office systems are integrated to the core addresses. The Symphony Gazetteer is part of a comprehensive suite of applications – the 'Symphony Enterprise Suite.' These modules combine to create the strongest solution for Gazetteer Management in the marketplace. Indeed, the iExchange module has been providing these integration opportunities for almost 5 years.

Not only does the Symphony Enterprise Suite comply with the latest version of BS7666 but it also allows you to integrate it with any other database system to ensure high quality output and delivery by cross reference. This provides the complete solution to maintain and manage LLPG data and disseminate and use the data throughout an organisation.

*The ability to manage the data through a central address management system was an important step towards improving Dartmoor's and Exmoor's systems. With the help from Aligned Assets' Symphony Gazetteer and iSearchWeb products, the National Parks were able to fix their data management problems. According to Matt Sully, Geographic Information System Officer at Exmoor National Park Authority, "Symphony offered a very reasonable pricing package that offers not only a way to administer address data, but iSearchWeb allows users to look up addresses."*

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## ➔ hands-free headset with microphone for noisy environments

Green Leopard has introduced a revolutionary, new hands-free system for mobile radio applications. The Green Leopard Voicebox system combines a state of the art lightweight headset and revolutionary new throat microphone design and offers market leading levels of performance while costing up to 50% less than traditional products.

The Green Leopard Voicebox system features a new throat microphone that fits comfortably around the neck without the straps and clips associated with conventional systems. Waterproof, lightweight and easy to use, it uses patented vibration technologies to enable users to use their normal speaking voice and be clearly heard in even the noisiest environments by eliminating 90% of all background noise.

Available in mono or stereo versions, the Green Leopard Voicebox system's optional soft silicone ear hooks or silicone acoustic tubes are quick and easy to fit as well as being extremely comfortable to use over extended durations. Being unobtrusive, they can be used with any crash helmet or head protection system in a wide range of applications. Alternatively, users can upgrade to custom fitted ear moulds offering even higher levels of user comfort. This option is more secure in the ear making it ideal for users participating in action environments.

Green Leopard Voicebox is compatible with all leading brands of radio communication systems including Kenwood, Motorola and Icom. It delivers hands-free two way communications when used with any voice activated (VOX) radio system. Alternatively, the system features a lightweight 'push to talk' button that can be safely and easily secured to a convenient position for easy operation. Voicebox technology has already been proven in use with the Tour de France, Mountain Air Sea Rescue and Brinks security staff

## ➔ in development - body worn camera

The BAPCO Journal can exclusively reveal, Primetech has been working closely with BTP to develop a night view hand held and body worn camera that is perfectly suited for confined spaces.

Using wi-fi technology to transmit images, officers can observe everything, that even the naked eye can struggle with to help in difficult rescue situations.

Initial demonstrations of the solution have proven exceptionally popular, and Henry Walker, Primetech, confirmed that the product would be ready for launch at the Emergency Services Exhibition next month.



## ➔ Zetron releases the enhanced DCS-5020



Zetron's Digital Console System, designed to meet the needs of small and mid sized operation control rooms has released a new version of the DCS-5020 expanding the number of operator positions to 15 and adding powerful user features for both conventional and TETRA radio.

The DCS-5020 also supports multilingual screen display and enhanced call stack displaying incoming calls.

## ➔ GETAC unveils new ultra-mobile, rugged notebook/Tablet PC

GETAC has announced the launch of its new fully-rugged, ultra-light hybrid Notebook/Tablet PC, the V100. Designed from the bottom up to meet the high rugged standards of the military, government, utility, public safety, field service, manufacturing and health care industries, the new V100 from GETAC boasts specialist rugged features, including magnesium alloy casing, to ensure it can withstand some of the most extreme conditions in almost any environment.

The 2.2 KG ultra-light V100 features a rotatable, polarized touch screen 10.4" WXGA TFT LCD display (12.1" optional),

enabling it to transform from a notebook into a tablet PC.

The V100's unique display also houses a reversible integrated waterproof 1.3 Mega Pixel Camera.

The V100 complies with both MIL-STD 810F and IP54 standards. It is capable of withstanding heavy rain and spillages and is immune to damage from airborne dust and debris.

The removable hard drive, the most vulnerable hardware in any system, is shielded by a protection mechanism to prevent damage during operation.



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