MAKING GAMES SECURE

THE INTER-DEPARTMENTAL OLYMPIC SAFETY AND SECURITY STRATEGIC STEERING GROUP HAS BEEN DEVELOPED TO ENSURE EFFECTIVE PROCESSES ARE IN PLACE FOR SECURITY GOVERNANCE. THE MULTI-AGENCY OLYMPIC SECURITY DIRECTORATE (OSD), LED BY THE HOME OFFICE AND HOSTED BY THE METROPOLITAN POLICE SERVICE, IS CARRYING FORWARD PLANNING FOR 2012 GAMES SECURITY. PETER FÜRST, BUSINESS WRITER IN ZURICH, BRINGS US A SUCCESSFUL CHRONICLE OF TECHNOLOGY, PLANNING AND LOGISTICS FROM A VERY RECENT PAST.

The London 2012 Organizing Committee and the Olympic Delivery Authority are working closely with Government and a host of policing, safety and security agencies to achieve safe and secure games. As a challenge this is a large event comparable to the EURO 08 in Switzerland and Austria. Safety issues and security matters played a key role in the organisation and implementation of the 2008 European football championship in Austria and Switzerland. Existing Command & Control Centre and Mapping Technologies from Intergraph in various host cities were instrumental for the complete success.

The EURO 08 - a Security Success Story
Safety issues and security matters played a key role in the organisa-tion and implementation of the 2008 European football champi-onship in Austria and Switzerland, organised by the European Football Association UEFA. Since the security related planning processes in Austria and Switzerland were identical, this article focuses on Switzerland and on the Host City of Zurich.

No additional funding was available from the public safety budgets for IT investments for EURO 2008. Operations and their supporting systems had to be planned and implemented using the host cities existing command and Control Centres and be based on pre-existing standards.

Zurich - a Role Model for Integrated Policing and Civil Protection
Zurich is both the largest city in Switzerland and the capital of the canton of Zurich. The core city has around 370,000 inhabitants, with 1.1 million people living in the wider area. Zurich was host to three games during EURO 2008. Around 725,000 visitors gathered in the

MAIN IMAGE: Euro stadium Zurich - Copyright: ©SBB

fan areas and public viewing zones to see each match - a total of 2.7 million fans.

The Zurich City Police had the lead in security matters, in close cooperation with other authorities. Each day during the games, between 600 and 1300 police officers were deployed in Zurich, together with between 650 and 1000 personnel from Zurich Protection & Rescue. Resources included around 500 vehicles, a temporary holding and processing area, additional ambulances and support stations and around 260 vehicles from the emergency medical and fire services.

According to Alessandro Foletti, one of the senior police officers in charge, this is a 1:10 factor compared to a standard weekend. It would simply not have been possible to adequately coordinate the public safety resources and keep an auditable log of all actions without Command and Control Centre technology.

Zurich Street Parade: Different Scenario, Same Tools

More than 800,000 people flocked to Zurich on the 9th August 2008 to boisterously celebrate what was, according to the Zurich Street Parade's organisers, the "most colourful outdoor-event in the world". Zurich City Police, Zurich State Police and Zurich Protection and Rescue were able to manage the festival operations using the same organisational structures and existing Command and Control, and Information Systems.

Modern Intergraph Command & Control Centre Technologies Handled the Challenge Perfectly

The Zurich City Police has more than 2100 staff. Its new Command and Control Centre with management infrastructure for major incidents is equipped with Intergraph's latest technology. Emergency calls are received, processed and documented and police resources are coordinated and directed from a central hub. It was completed for the EURO 08, but by no means as a special investment, but as part of an Integrated Command and Control Centre concept of the City of Zurich.

Zurich City Protection & Rescue, with 600 staff managing around 3600 civil protection personnel. They are in charge of Fire Fighting,

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Ambulance and Emergency Services. It already had an established Command and Control Centre based on Intergraph technology.

Finally, the Command and Control Centres of the Zurich State Police are also based on Intergraph technology. This organisation has around 3200 full-time and 650 part-time staff are in charge of policing outside the large cities and for the safety controls at Zurich's Kloten airport.

Better Resource Management – Faster on Location

Meticulous planning of infrastructure and logistics prior to the event ensured quick and effective responses. Points of insecurity were the size of the fan zones, the nationality of fans and visitors, the weather.

Some very smart ideas made incident management easier. There were hundreds of temporary food stands, bars and market stands. Each one was given a large individual number. The location and the number were entered in the map database, so anyone calling the police had only to read the number and the dispatcher knew exactly where the caller was. Arial images and maps are a great help in tactical operations. Dispatchers estimate that even staff and equipment are 10 to 15 % faster on location of an incident with these maps. There is common agreement that the focus and the efficiency of the intervention forces is 50% higher thanks to these

technologies. Protection & Rescue is working on expanding the intervention information to the single building and to the floor level.

Actionable Information and Maps are Valued in Millions

Zurich City Police has an operational database with around 9000 scenarios - each with illustrations, maps, access routes, building plans, names and phone numbers and tactical instructions. Three thousand are used actively to support complex scenarios. In print, this would be an encyclopaedia of 10 volumes.

It is estimated that if the forces would have to work out and document the entire content from scratch, it would require an investment in the order of 30 to 60 million Euros. Intergraph's technology allows continuous development of actionable information to adapt to the changing operational conditions and new requirements. Structured operational procedures - for example police tactical checklists, or multi-agency coordination for major incidents can continuously be tested, and up-dated by the police, fire brigade or ambulance service.

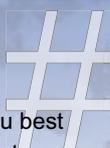### Good Security Pays: Contingency Risks of a Large Event in figures

Large scale event are a challenge and a major economic factor which reaches today billions. The venues and plans are designed with long-term use in mind. They are mobilising large

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INTERGRAPH'S TECHNOLOGY
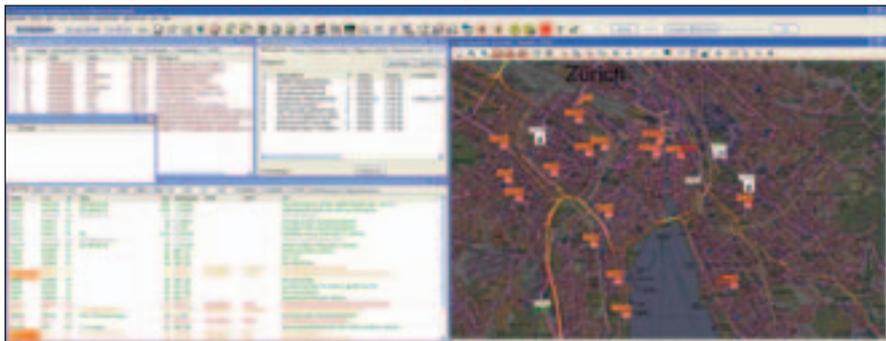
I/Dispatcher

I/Dispatcher from Intergraph provides control room operators with summaries of pending incidents. Displays each incident at the touch of a button, as well as a map-based overview of other activity in the surrounding area. Dispatchers can select an incident at anytime by specifying the incident identifier or resource assigned to it.

The system provides the ability to assign multiple incidents to the same responding unit or hold incidents for scheduling at a specific time, or until a certain unit becomes available. Additional options exist to aid dispatchers in times of heavy demand and track the full array of resource activity, from simple status codes to out-of-service codes.

The system provides alerts that warn dispatchers if a unit has failed to respond to a status change within the required time. Colors and symbols on both the text status displays and GIS map are used to differentiate between units with various availability statuses. I/Dispatcher ensures that operators have the right information available to them when making urgent decisions.

Benefits of Command and Control Systems

In a major urban area where, depending on the time of day, up to 1 million and more people live or work, one dispatcher of a Command and Control Centre can theoretically cover the security management of between 50,000 and 100,000 people.

If it is possible to prevent a traffic jam delaying several hundred vehicles by half an hour at a traffic accident, an economic loss of more than 10,000 Euros can be avoided.

If a fire brigade can intervene within 10 minutes in case of a fire in a room, the average operational costs and damage amount to 20,000 Euro. If the fire fighting team does not arrive until the entire building is ablaze, the damage will be many times higher.

In cases of heart attack it is crucial for the ambulance to arrive on scene within eight minutes. After that time the chances of survival and recovery decline dramatically. A preventable death can cost millions, and not only from the perspective of the insurance company.

Domestic burglaries result in financial losses of between 5,000 and 10,000 Euros. Fast and coordinated interventions can often help reduce the number of higher value incidents.

parts of populations, resources. Security is the first and absolute condition for success and the primary duty of governments.

Security is also an economic concern. A large scale event has risks. Insurers have published very interesting figures. And today, claims for negligence by the organisers or even of the security and public safety services are very real possibility.

If the assumed risk of a major event is 20 to 30 million Euros, Estimated Maximum Loss (EML), this can go up in a worst case to 300 to 500 million Euros. But also an individual spectator accident costs 15,000 Euros. In the case of the death of a spectator, 100,000 Euros. The loss of TV coverage, of major sponsoring or advertising or the cancellation of an event cannot even be quantified. Epidemics like SARS, avian flu, wars, terrorism, nuclear explosion, radioactive contamination, etc. cannot be insured.

A party - not a fortress - At reasonable cost

A valuable experience from the EURO 08 and the Host City Zurich is the important contribution of the modern Command and Control Centre technology a safe and successful EURO 08 and to other large sale events and everyday security. During EURO 08 the Zurich City Police Command & Control Centre handled about 400 calls per day, the same average as usual. Protection and Rescue got about 1200 per day compared to 800 average. The population of the City of Zurich doubles on an average day by commuters, students, shoppers, tourists. During large size events this can go up to 3 to 4 times the resident population. With this relation London would have to host and police almost 15 to 20 million people on one single day during the Olympics 2012.

To police this with the existing Command & Control infrastructures is a real achievement of the Host City Zurich. Systems provide the tools to field calls, create and update incidents, and manage critical resources by providing real-time interaction of crucial data. Today they integrate geospatial and imagery analysis functionality and workflows. In the Centre of the Zurich City Police, more than 50 different solutions had to be integrated. Intergraph's commercial-off-the-shelf (COTS) package proved to be highly functional and scalable solutions suite that also facilitates inter-agency coordination. Indeed, Intergraph public safety solutions have proven to be effective in managing and enhancing multi-jurisdictional response for other large events such as the Pan American Games in 2007 in Rio de Janiero.

Peter Fürst
Mail: businesswriter@bluewin.ch
Web: www.Peter-Fuerst.com

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