Security, major events and GIS

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MODERN TECHNOLOGY FOR event management and command and control can greatly enhance the efficiency and effectiveness of security operations. Organisations investing in security infrastructure need to execute a complex balancing act: while public safety is the paramount concern, precautions need to be proportionate - neither intrusive nor unaffordable. Investments in security, including the supporting infrastructure, have to be “socially compatible” and sustainable.

The multi-agency Olympic Security Directorate (OSD), led by the Home Office and hosted by the Metropolitan Police Service, is undertaking security planning for the London 2012 Games. The scale and nature of the challenges posed by the Games are comparable with those of the 2007 Pan-American Games in Rio de Janeiro, the EURO 2008 football championships and the recent inauguration of President Obama in Washington, D.C. Intergraph Command and Control Centre and mapping technologies played a major role at these safe and successful events.

Major events are resource hungry Major events are complex and resource intensive aspects of policing and public safety. Where possible their management is planned well in advance, but they may also require a spontaneous response. Some precautions may seem extreme but, in Mumbai, just ten terrorists killed 173 and paralysed a city of 13 million for three days, armed only with automatic weapons, grenades and mobile phones.

Security is vital for the success of any event and is a primary duty of governments but the necessary investment involves highly controversial discussions of costs and security levels. No one wants to live in a fortress and taxpayers do not want to bear enormous costs for a one-off event, particularly if organisers and commercial sponsors are seen to be raking-in the profits. Investment in the venues and plans are designed with long-term use in mind and the preparations, operations, revenue generation and insurance will be measured in billions of pounds.

London Olympics – and beyond More than 5000 pre-planned events take place in London annually, of which more than 500 are planned centrally, and these are projected to increase both in numbers and complexity. The Metropolitan Police Service (Met) is now planning to implement suitable technology to support corporate event management up to and beyond the 2012 Olympics.

The Met expects to achieve significant benefits through the implementation of a common, end-to-end event management solution. This will enhance planning, resourcing, and active event management (including provision of command posts for external agencies).

The system must be able to rapidly and accurately prioritise, assign and coordinate activities through the use of workflow, operational logic and automated message routing. They enable responders to handle multiple, simultaneous events and those events...
with differing levels of security classification. Behind the scenes, integral security and audit logs manage, track and control all access with due reference to security classifications.

As well as better preparedness, capacity and ability to deal with new forms of threat, there will also be secondary benefits such as better utilisation of the Met’s resources e.g. reduced overtime and rest day working.

Party atmosphere please! Recent international events provide valuable experience of the contribution of this technology and how it can provide a generic public safety resource for the long term.

Zurich was a major venue for the EURO 2008 tournament with existing platforms used for day-to-day operations; Rio de Janeiro assimilated security and ICT capabilities procured for the Pan-American games into their normal operational infrastructure, and; the Unified Communications Center in Washington D.C “only” had to work double shifts and man a backup facility to handle their largest day operations; Rio de Janeiro assimilated security and enterprise level interoperability and collaboration.

EURO 2008 – a Security Success Story Zurich hosted three games during EURO 2008 with around 725,000 visitors gathered in the designated viewing zones to see each match. Zurich City Police led the security operation, with Zurich City Protection & Rescue and Zurich State Police. No additional IT budgets were available and operations and resources had to be directed using the existing Intergraph command and control systems.

Between 600 and 1300 police were deployed in the city, with additional 1000 personnel from Zurich Protection & Rescue. Resources included 500 police vehicles, a temporary holding and processing area, additional ambulances and support stations and 260 vehicles from the emergency medical and fire services. Alessandro Foletti, one of the senior police officers in charge, said that this was a ten-fold increase over a standard weekend. It would not have been possible to coordinate the public safety resources adequately and keep an audible log actions without the command and control centre technology.

Zurich City Police receive, process and document all calls with resources coordinated and directed from a central hub. The system was just the first stage of an integrated command and control centre for the City. Daniel Haenni, CIO of the City Police affirmed, “It was important that EURO 2008 capability could be delivered and managed using the existing IT-infrastructure of the new command and control centre.”

EURO 2008 in Switzerland – Geneva Canton Police “International Geneva” hosts 25 International Organisations, 170 foreign missions and about 250 NGO’s. Every year, it plays host to several thousand international conferences with more than 170,000 delegates, including many high level politicians. Security is therefore a permanent consideration.

Raphael Rebord, Chief of Staff, stated: “Geneva has experience in organising and securing all kinds of major events with international cooperation and we are leading the way in our use of IT support.”

Geneva attracted 87,000 spectators for three of the Euro 2008 matches and an additional 600,000 supporters watched the games outside the stadium. Essential police services had to be maintained at normal levels as well.

“It is important to have emergency response and decision support software connected to a fully-developed information system. Intergraph’s I/CAD supported the Geneva police in maintaining order during EURO 2008,” concluded Monica Bonfanti, Head of Geneva Canton Police.

Washington secures the Inauguration Intergraph systems support nearly 20 public safety and security agencies in the Washington D.C. area including the Unified Communications Centre, several county administrations and some large military establishments. These systems facilitate effective and efficient multi-agency response and enterprise level interoperability and collaboration.

The Office of Unified Communications (OUC) handles 1.8 million emergency calls in Washington each year. The
Unified Communications Centre (UCC) consolidates public communications functions of the Metropolitan Police; Fire and Emergency Medical Services (FEMS); Emergency Management Agency; and Public Services. The UCC also houses the Mayor’s Emergency Command Centre and, in the event of a regional or national emergency, serves as the command centre for regional/federal law enforcement agencies and first responders.

During the recent inaugural celebrations, the OUC operated from both their state-of-the-art UCC and a resilience facility, the Public Safety Communications Center (PSCC). Tactically, this enabled District Public Safety Operations to manage the large volumes of incoming emergency and general information calls.

More than 300 personnel staffed the UCC and PSCC to ensure smooth operation. Intergraph’s computer-aided dispatch (CAD) system enabled operators to field calls, create and update incidents and manage emergency response resources. The mobile dispatch technologies extended incident management capabilities to remote field and mobile units stationed near the special event area. This provided responders in the field access to the same information as the operators at the command centres.

Integrated monitoring during Inauguration
Intergraph’s mobile resource management supported federal government security teams with real-time tracking. The map-based command and control system provided displays and enabled control of mobile resources throughout the event.

According to security expert, Joseph Funk, no significant investments in new technologies or facilities were needed for the inauguration. The security agencies continuously update and improve their command and control centers’ operational procedures and this was apparent since the last inauguration.

What a success! Despite 1.8 million visitors, not a single arrest was reported by police or the Secret Service. The DC Fire department had transported more than 200 people to hospital by early evening and hospitals reported treating several dozen people for cold-related ailments or for “partying too hard”. Also, 750 people were treated at first aid stations on the Mall and about 30 children were reunited with their parents after becoming separated. Emergency 9-1-1 calls increased by 50 percent over an average day. There were 6,000 calls of which 96 percent were answered within five seconds.

“I couldn’t be more proud of the entire team who worked together tirelessly to ensure the safety and security of those who gathered for the inauguration,” said Janice Quintana, Director, Office of Unified Communications. “An estimated one point eight million people came to witness the inauguration and they all went home safely thanks to our dedicated staff and their unwavering commitment to serving the public.”

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