

## Embracing Command & Control

Customer: British Transport Police



BTP is a national Police Force that has pushed the boundaries of core C&C functionality to provide distinct operational savings and improved efficiency. It is one of the few Forces in the UK to have encouraged its entire staff to embrace C&C and with over 4,000 operational terminals, C&C has become the information and messaging hub of the Force. The interfacing to supporting applications has meant BTP has achieved a dynamic real time solution in the management of incidents.

The Capita Command & Control (C&C) application is currently operational in nine organisations, three of which run a national service: MoD Police, Highways Agency and British Transport Police (BTP). BTP's C&C system supports up to 450 concurrent users but also networked nationally to support 4,000 officers and police staff using 3,000 terminals. All officers have access to the Command & Control C&C system to book on and off duty, browse incidents and to update log entries.

Designed and built by Capita to mission critical standards and comprehensively tested to MPS volumetrics, the C&C application can manage up to 20,000 incidents an hour and has an availability of 99.98%. BTP users benefit from sub-second performance on all core functionality allowing control room staff to deal quickly and effectively with all emergency calls.

Capita's DS2000 Integrated Communications Control System (ICCS) was implemented in 2005 with the full roll out of Airwave being completed shortly thereafter, so BTP has benefited from a fully operational communications solution since 2006. This efficient and proven foundation enabled the Force to complete its strategic shift to two major control rooms serving the whole of the UK in 2009.

BTP's C&C system allows officers to update their activities via their Airwave radio and also for vehicles and officers to be tracked in real-time via C&C mapping. There are significant business benefits in enabling officers to book on duty from the radio since duty states are more accurate with better deployment decisions being made as a result. The richer management information coupled with the location data for both officers and vehicles removes call hawking as control room staff are able to deploy the nearest appropriate resource to an incident, which improves the overall target response time.

**Additional safety benefits** are also realised since there is a full audit track of the last known location of the officer and/or vehicle. However, the biggest benefit arising from personal location via the Airwave radio is for lone workers in remote locations. This facility gives control room staff visibility of the officer's location at all times.

Capita's C&C system has now been operational in BTP since 2003, with the **minimal abstraction from duty required for training** being a key business benefit for such a large Force. C&C training is five days for a new operator, and only three days for an officer who is familiar with the application. As a consequence of the application being designed to be highly user friendly, all 3,000 officers have access to C&C, including CID officers, where they can access incidents and see the first actions taken at the scene of a crime. This level of user requires only a self-study guide to enable them to use the system effectively.

The full integration of the C&C system with **Airwave** means that when an officer is deployed to an incident, the officer receives the incident number, address, incident type and time of origin as an SDS text message. This gives the officer accurate incident location information and removes the necessity for any call back to clarify details.

BTP is a major partner with the **Metropolitan Police Service (MPS)** in a number of fields; two of the most high profile being anti-terrorist patrols and public order events. The simplicity of the Capita C&C application allows for the creation of temporary calls signs in a matter of minutes to allow mutual aid, and spontaneous operations to be managed effectively. Over 300 MPS call signs were created in a very short time to assist BTP in responding to the London bombings of July 2005.

The Force also deploys over 200 laptop computers with the C&C system, allowing senior managers to monitor incidents whilst in the field, and **mobile silver command vehicles** run the application over 3G, GSM, SARS satellite link and land line connectivity with little or no degradation of performance. The fully equipped forward command vehicles are an essential part of the C&C capability, and are deployed to incidents such as train derailments and public order events.

In line with similar organisations, BTP is preparing for the **London 2012 Olympics**, and the team responsible is confident their C&C system will be core to operations, being both flexible, configurable and with the necessary performance to manage any additional incidents or operations. The system has allowed 400 officers from forces across the country providing mutual aid to BTP for the Olympics to be easily added and fully integrated into the BTP system for management and deployment.

BTP's C&C System has **live incident data exchange** with a number of other forces using the Capita C&C application across the country. These forces include Derbyshire, Cheshire, Lancashire, South Wales, Staffordshire, Kent and Sussex. Additionally, incident exchange with Hertfordshire, Dorset and West Midlands Police is currently in testing whilst Essex Police is due to connect imminently.

**Internal interfaces** implemented include an interface to HR to deliver the accurate profiling of an officer's skills and allowing for the dynamic updating of personal information. There is also an interface to duty management allowing for the automatic feed of resources and the capture of booking off times, delivering the actual hours worked.

The most recent innovation for BTP has been the roll out of over 450 **PDA**s linked to the C&C system. This allows officers to retrieve an incident by incident number, to view an incident, and to add a log line to the incident, thereby reducing calls back to the control room and maintaining accurate and timely updates.

**In partnership with Capita**, BTP has set the bar high for C&C integration which has resulted in a truly joined up Police Force. The key operational imperative has been to empower officers through the widespread use of C&C and thereby allow control rooms to concentrate on managing incidents and maintaining emergency contact with the public and the railway industry.

