

# RAYNET Convention 2008

Aintree

Merseyside Police Communications

# 999 Calls & Dispatch...the 60's

## An Incident Occurs



# 999 Calls & Dispatch...the 60's

999 Call Made to Police via GPO/BT Exchange and Logged on a Paper Report



Police

We're on  
our way!



Hello  
Police...connecting 051  
666 1234

# 999 Calls & Dispatch...the 60's



Patrol Dispatched via VHF Radio



# 999 Calls & Dispatch...the 60's

Patrol Attends & Bad Guys are Arrested



In the Old Days...the 60's

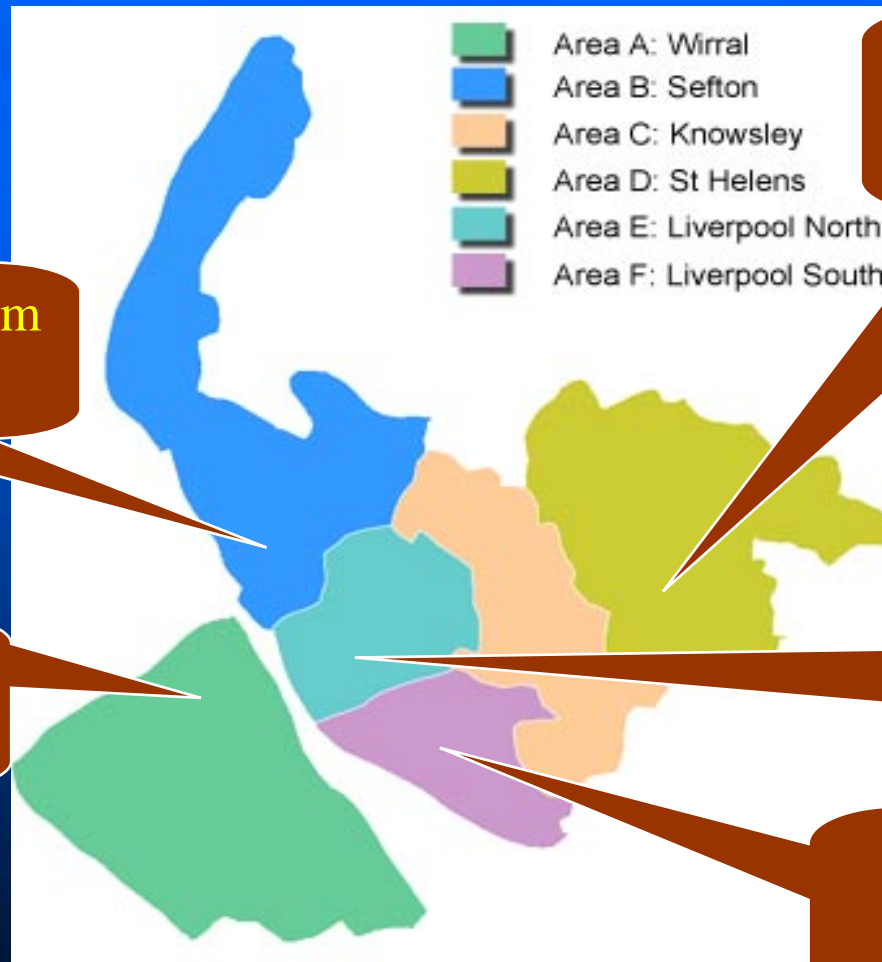
...the 70's

...the 80's

...the 90's

...the 00's

# Current Force Structure



Sefton Control Room

Wirral Control Room

Knowsley & St Helens Control Room

Liverpool North Control Room & Call Centre

Liverpool South Control Room & Call Centre

# What Does All That Give Us?

## Radio:

Improved Security

Improved Coverage – Works Nationally

Improved Interworking

Improved Facilities

## Telephony:

Improved Flexibility

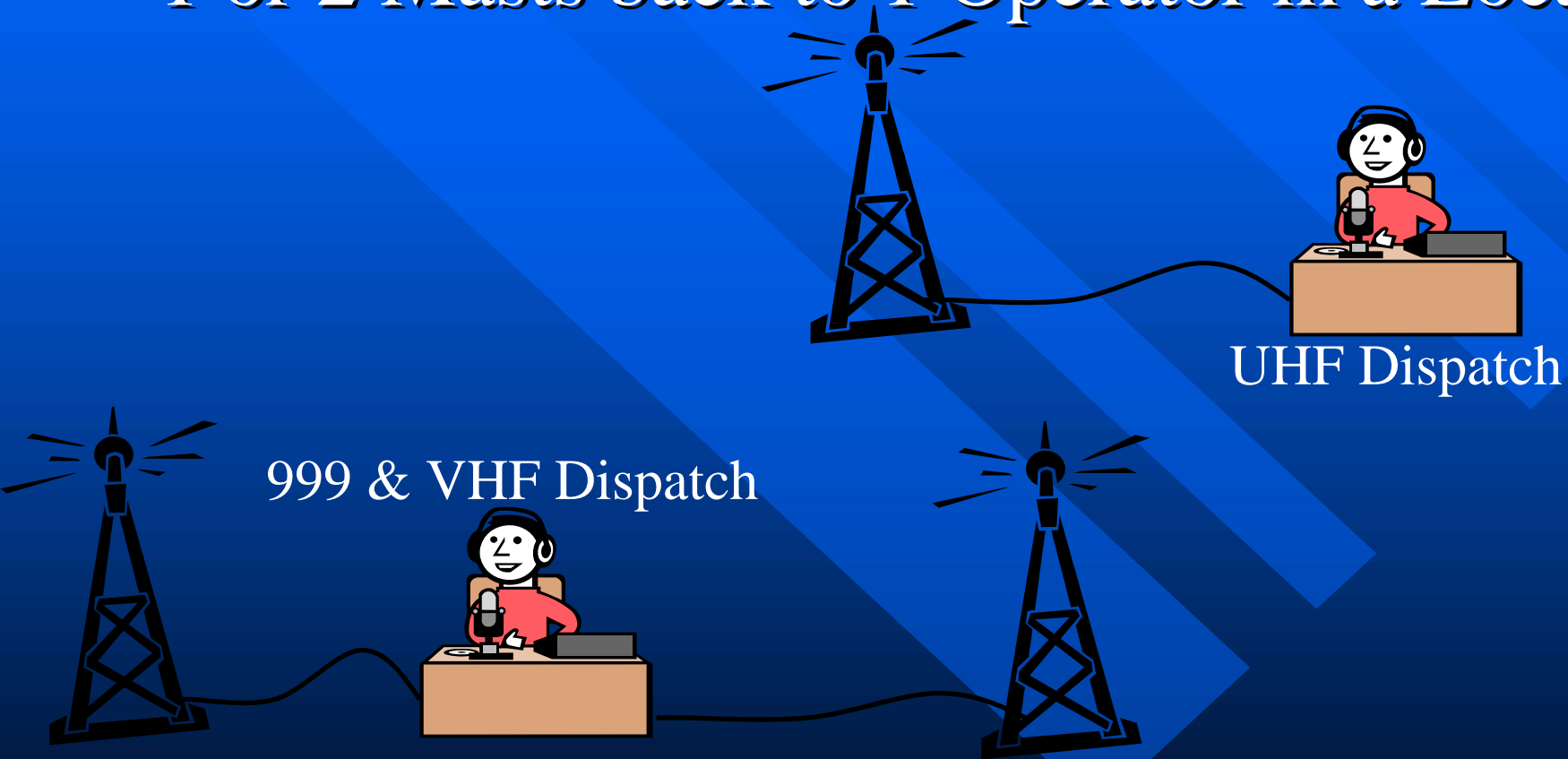
Improved Performance

Improved Resilience

# Technological Aspects

# 1. Networking of Radio Communications

1 or 2 Masts back to 1 Operator in a Locality



Early Localised Control Room / Dispatcher

# 1. Networking of Radio Communications

Multiple Masts to Multiple Operators in  
Multiple Localities



ICCS Implementation Prior to Airwave

## 2. Implementation of Command & Control

Central Mainframe based Application

Replaces paper based Incident Logging

Allows Real-Time Resource Management

Allows details of Incidents / Resources to be viewed instantaneously anywhere in Force Area

Replaced in 2002 by new C&C System

# 3. Implementation of ICCS

NT OP GUI - Vivista Ltd

Apr 14 09:06 WA. 25 RADIO MAIN SCREEN LIST

MIC OFF	B/STN FAULTS	CONN 1	H/SET SPKER	CALL SUP	TRANS CALL	ICOM	EAVES	RADIO ALARM	HELP	QUIT
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002 2046 A1N	09:05	On Duty
002 CONTROL001	09:05	.....
004 CONTROL003	09:05	.....
004 8119 A3N	09:05	Off Duty
002 8119 A3N	09:05	ReAffil 004
003 1644 A RESP	09:05	On Duty
004 8397 A1N	09:04	ReAffil 002
004 8397 A1N	09:03	Off Duty
005 CONTROL004	09:02	.....
005 VEH A RESP	09:02	Unavailable
003 8707 A RESP	09:02	ReAffil 002
003 CONTROL002	09:01	.....
003 8039 A7N	09:01	Off Duty
002 8038 RESP	09:01	Affiliated
003 0058 CSO	09:01	On Duty
002 8887 A1N	09:00	Off Duty
002 UNK004321021	09:00	Affiliated

RADIO

A PRIMARY  
1 - 002  
2046 A1N  
m

WA-CHESH  
M2BA  
CH26 p

A SEC 1  
004  
CONTROL003  
m

CHANNEL-2  
VHF  
p

A PRIMARY  
2 - 003  
1644 A RESP  
m

A SEC 2  
005  
CONTROL004  
m

PAGE 1

MOD	DEMON DESEL	T/T	EVENT MON	RADIO SETUP	COMB	TGRP SETUP		DIAL PAD	SPKR MUTE	TELE PAGES
TX	MORE RAD	SDM	DBL WIDTH	STD FNS	RAD FNS	OTHR FNS	SUP FNS	ENG FNS	AIR WAVE	TGRP FNS

Calls

Indiv Callback

## 4. Migration to Airwave

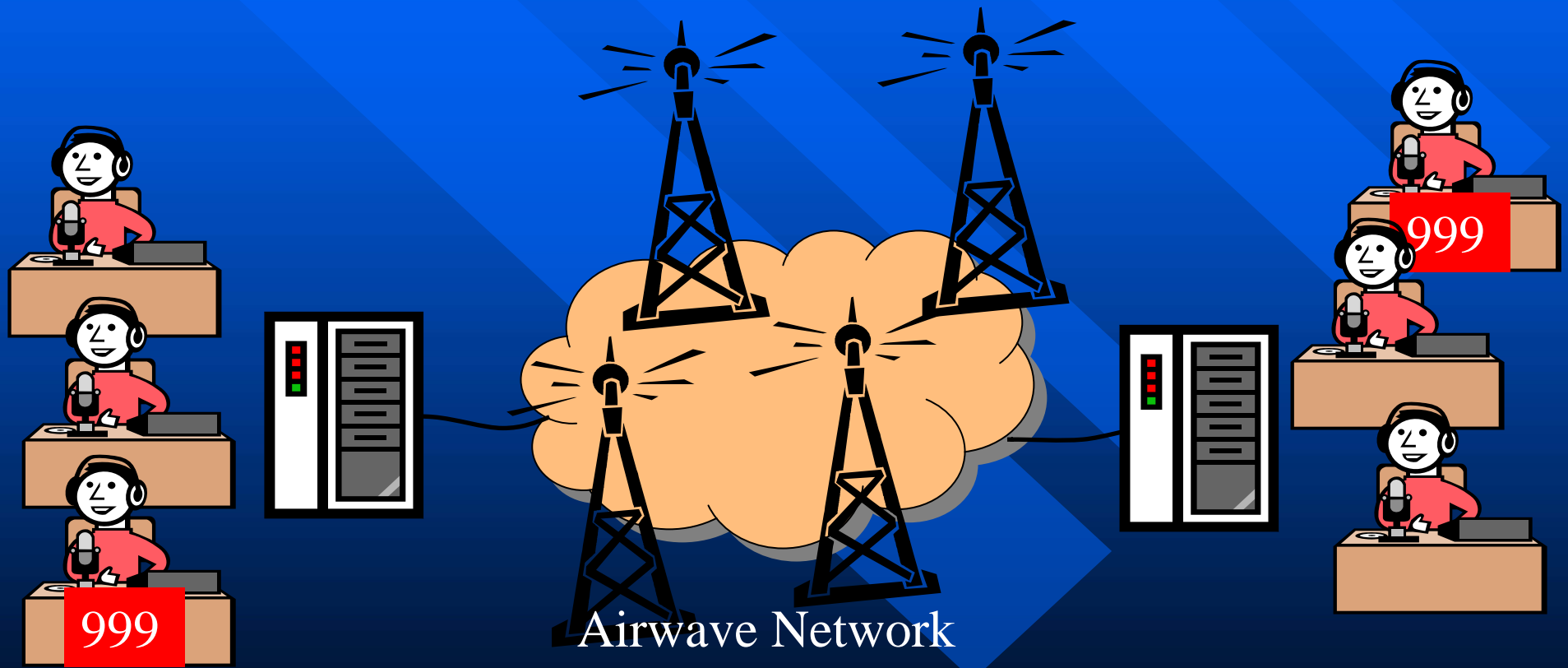
Network Acceptance Testing Carried out  
Mid-2003

Ready for Service (RFS) reached in  
September 2003

New Radios Acquired, Programmed and  
Rolled-Out Area by Area  
March 2004 – November 2004

# Airwave & ICCS Implementation

National Network to Multiple Operators in  
Multiple Localities



# 999 Calls & Dispatch...Now

An Incident Occurs

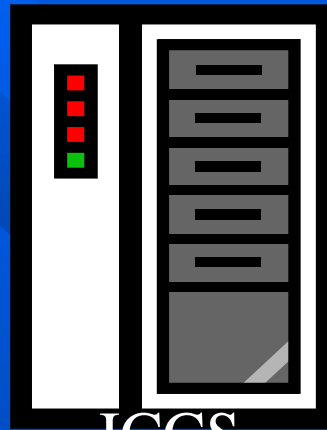


# 999 Calls & Dispatch...Now

999 Call Made to Police via Exchange  
Call Routed to Operator



Police



ICCS



What's  
happening?

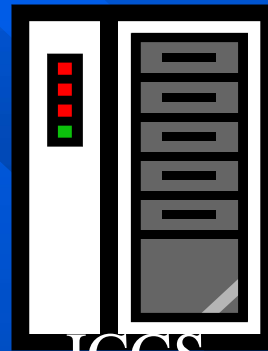


Putting you  
through...

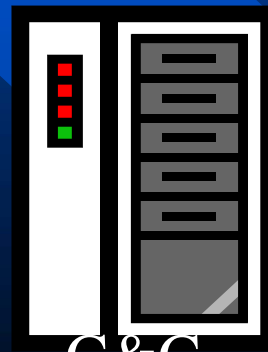
# 999 Calls & Dispatch...Now

Incident Log Created on C&C by Operator

Incident Log Allocated Automatically



ICCS



C&C



# 999 Calls & Dispatch...Now

Patrol Dispatched via Airwave



# 999 Calls & Dispatch...Now

Bad Guys Arrested





Questions?