

[REFERENCE CASE]

Project:	CECAL
Customer	Geneva Cantonal Police
Solution:	New Emergency Management Centre



CECAL THE NEW EMERGENCY MANAGEMENT CENTRE OF THE GENEVA CANTONAL POLICE

CECAL EMERGENCY MANAGEMENT RESPONSE SYSTEM FOR QUICK, EFFICIENT RESPONSE TO EMERGENCY CALLS AND OPERATIONAL REQUIREMENTS, MANAGEMENT OF RESPONSE AND OPERATIONAL RESOURCES, INTEGRATION OF TELEPHONY, RADIO, VIDEO, VEHICLE POSITIONING, ETC.

STARTING POINT AND CUSTOMER REQUIREMENTS:

The emergency response management system plays a key role in the security of the Canton of Geneva. It is worth remembering that the Canton is responsible for ensuring the safety and security of the UN's European headquarters, numerous embassies, international political and legal organisations, and Geneva's International Airport too.

The operator of the emergency response management system is the Geneva Cantonal Police, with receives around 120,000 calls a year (328 a day) in a canton which is home to approx. 450,000 inhabitants.

The Geneva Cantonal Police's previous operations centre dated from 1993 and was no longer capable of meeting today's demands. The new emergency response management system CECAL (an acronym of Centrale d'Engagement de Coordination et d'Alarme) was therefore put out to public tender.

SOLUTION

As an integrator and general contractor, Ascom tendered the emergency response management system I/CAD from Intergraph. Ascom successfully implemented the CECAL solution in close co-operation with the subcontractors Intergraph Public Safety France (IPS), AVS Systeme AG, FELA Management AG and Sunrise SA.

CECAL consists of the following elements:

- **Emergency Response Management System**

The new CECAL management centre is comprised of the modern emergency response management system I/CAD, which was supplied by Intergraph France. This system is used around the world and was specially adapted to the needs of the Geneva police; it is based on a fast, powerful and open-ended Geographical Information System (GIS). From his workstation the dispatcher has access to all the necessary information (cartographic views, operations plans, grids, action lists, etc.).

- **Multimedia Systems**

Every single piece of audio and video equipment is operated via a touch panel in front of each dispatcher. Video images (surveillance cameras), screen displays from the workstations and TV channels can be projected onto an 8 m video wall (supplied by AVS) from any dispatcher workstation using touch panel operation.

- **Geographic localisation**

The position of police vehicles is located using CarLoc receivers supplied by Fela Management AG. The co-ordinates supplied via GPS (Global Positioning System) are transmitted to the operations centre via CarLoc / GPRS; the positions and movements of the vehicles are then automatically displayed on the geographic maps available on the dispatcher workstations.

- **Telecommunications**

CECAL features a modern telecommunication system used to answer and process emergency calls quickly, and to communicate with various security and response units.

The new CECAL satisfies the very latest operational requirements in the areas of information and emergency call processing; in particular it:

- meets police requirements by offering the possibility of operating all the necessary functionalities from each dispatcher workstation;
- optimises resource allocation through integration with the personnel database (duty and standby lists);
- supports improved management of the tasks to be carried out in co-operation with the various emergency services (fire services, rescue, ambulance, etc.);
- integrates state-of-the-art (telephony, radio, SMS, GPS, SIG and GPS) and future technologies (Polycom);
- integrates police information systems and administers the operational management of police personnel, helping in particular to avoid superfluous information acquisition operations;
- organises the functions of a management centre around the call answering stations (call takers) and operators (operations dispatchers).

The equipment supplied includes:

- Dispatcher licences for intervention management (based on the emergency response management system)
- Call-taker licences for answering calls and triggering responses
- PCP dispatcher stations
- Dispatcher stations for Geneva International Airport
- Licences for external operators in WEB technology
- Licences for external command stations in WEB technology
- Integration of audio and video equipment using touchscreen technology
- Video wall with four 80" cubes (rear-projection displays)
- Integration of applications into the dispatcher and call taker workstations:
 - Log-journal
 - Access to database with external data
 - Personnel management (duty and standby lists)
 - Telephony
 - Radio
 - SMS, TPS
 - Transmission of vehicle events
 - External and internal alarms
 - Building technologie
 - Video
 - Audio
 - Radio/TV

PROJECT STATUS

- Implementation agreement signed in February 2005
- Operational since 7 November 2006 for CECAL and 14 November 2006 for the airport headquarters (COPSI)

CUSTOMER BENEFITS AND ADDED VALUE

- The system's sustainability is guaranteed by the architecture of the emergency response management system and by the possibility of easier integration of new communication media and access to new databases (where necessary following a change in the legislation)
- Maintenance is guaranteed by Ascom as the Single Point Of Contact (SPOC) for the entire SAE
- Ascom is an experienced integration specialist and general contractor, developing and supplying its own products around emergency response management systems
- The CECAL emergency response management system is the result of the successful integration of different components and the constructive co-operation with subcontractors and the customer.