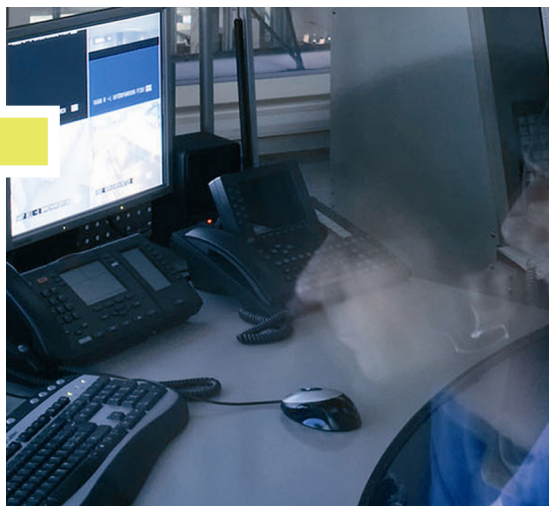


[REFERENCE CASE]

Projekt:	ENEZ
Kunde:	Zurich Cantonal Police
Solution:	New emergency response centres



ENEZ MODERNISING THE ZURICH CANTONAL POLICE EMERGENCY RESPONSE CENTRES

A SECURITY ISSUE IS RESOLVED QUICKLY AND EFFICIENTLY THANKS TO A PERFECTLY NETWORKED EMERGENCY CONTROL SYSTEM BASED ON A BROADBAND NETWORK AND VIDEO SYSTEM FROM ASCOM.

CUSTOMER'S SITUATION

In 2001 the Cantonal Police was planning to modernise its emergency response centres in Zurich itself and at Zurich Airport, also the operations control centre in Urdorf and the traffic management centre in Letten.

The **ENEZ** Project was divided into several lots. The first three related to the IT infrastructure for the emergency response centres (emergency control system, voice system, image system and broadband network).

The Project featured the following particularities:

- The four emergency response centres to be modernised were situated in different locations in and around Zurich
- Separate invitations to tender were issued for the three lots. The Cantonal Police emphasised that the different systems must not be a hindrance to the user, who should be able to rely on a standardised system.
- The contract was awarded in autumn 2002, with the commissioning scheduled two years later, in autumn 2004.

Ascom was awarded the contract for the third lot in December 2002: **To implement the image system and install the broadband network.**

The emergency control system was supplied by Intergraph; the voice system by Frequentis.

17:20 Zurich Airport: it's the holiday season + the World Economic Forum Davos, long queues at the check-in desks, and an extremely busy Arrivals Hall

17:25 Zurich Airport Police, responsible every day for the security of some 17 km of roads, 180 companies, more than 75,000 people, and over 55,000 passengers and visitors

17:26 Airport Police Emergency Response Centre: on high alert and in operational readiness while flight operations are underway,

17:27 The officer in charge monitors events, various data and images on his monitors

17:28 The new Ascom broadband network and video system for all emergency call and response centres of the Zurich Canton Police transmits sharp live images from various video sources & multiple locations

17:30 Terminal 1, Gates A, clearance check: unidentified person breaks through security barrier and runs off; ground personnel report incident to Airport Police Emergency Response Centre

17:34 Officer in charge calls up all available video images from Gates A onto the monitors...

17:34 ... in live quality, without time lag, thanks to lip-synchronised transmission by the Ascom broadband network and video system

17:35 Officer in charge scrambles response units; the Gates A airport area is immediately sealed off; all departure gates are closed

17:40 Response units reach the scene

17:44 Office in charge co-ordinates response units, from complete overall view of protected area provided by simultaneous display of images from various video cameras via networked emergency control system supported by Ascom broadband network and video system

17:45 Large-area search for unidentified person gets underway

18:01 Suspect spotted near seating area at Gates A 17-19; on-site response units notified accordingly

18:05 Response units overpower suspect

18:10 Sealed area lifted, Gates A cleared again for passengers

18:35 Emergency response centre: Airport Police returns to its routine surveillance duties.

REQUIREMENTS

The **image system** requirements were in three parts: firstly, image display (incl. radio/TV) on the workstations used by the emergency dispatchers; secondly, visualisation on a large display wall; and thirdly transmission of digitised live images from the decentralised camera feed locations to the various display media.

The **broadband network** was to network all four emergency response centres and transmit all the data from the emergency control, voice and image systems. The requirements with regard to the transmission rate and IT reliability were also very stringent.

ASCOM SOLUTION

Ascom worked together with Visiowave for the image transmission in the **image system**. The advantage of Visiowave's video codec is that good quality live images are transmitted over a relatively narrow bandwidth.

Separate decoders were used for decoding at the workstations and on the large-screen wall. This equipment allows four images can be displayed simultaneously in live quality.

The image system enables different applications to be shown on a standardised, user-friendly interface, which considerably improves the general overview and increases the dispatcher's efficiency.

Ascom used CISCO equipment for the **broadband network**. Gigabit Ethernet connections guarantee the system networking between the individual locations. Firewalls were implemented to provide access protection at the point of transition into other systems. The interplay between a wide array of security measures ensures a high level of IT reliability whenever the companies involved need to remote access the system for maintenance purposes. The image system and broadband network project has a common characteristic: a high level of availability for all the deployed systems.

As **general contractor** for the image system and broadband network solution, Ascom appointed an overall project manager who was responsible for the management of the order together with the subcontractors (AVS Systeme AG for the image system and Sunrise for the broadband network). He was also in charge of contacts with the customer and in particular of the all-important co-ordination with the suppliers of the other two lots.

The good co-operation between all the companies involved meant that the customer obtained precisely the standardised system he had requested.

[PROJECT ENEZ]

COMPONENTS:

- 22 workstations
- 120 video ports
- 13 encoders/decoders
- approx. 600 connected cameras

Decoder type:

- Visiowave Evolution 16

Display station:

- AMX User Panel Interface,
- UPI NXP-TPI4

Broadband network:

- CISCO Equipment (Cat6509,
 - Cat3550-24, PIX515E, C2621),
- 1 GB bandwidth