Case Study

How TETRA solutions can help emergency services mount a rapid and co-ordinated response

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Football fireworks

Joined-up security systems that go beyond radio communications empower professionals to focus fully on their mission. The following drama is imaginary, but could soon be for real in a city near you...

A chilly Spring breeze blows across the city. There's a buzz in the evening air fed by the excitement of football fans streaming into the championship stadium, anticipating the 8:45 pm kick-off of the cup final.

The public security team is at full strength and on high alert. Something's up. In the stadium control centre a screen shows a camera feed of a small group of men drinking heavily near a car in a side street. A police team closes in and scans some ID cards and the vehicle's licence plate, sending the data via TETRA to the control room. One of the group is a wanted hooligan and he is arrested immediately.

Gathering unrest creates real danger

It's almost 15 minutes into the match now, and an alert window pops up on the controller's screen. Following a controversial goal, a block of fans inside the stadium is looking unsettled and starts throwing fireworks. There is real danger here.

The local dispatcher takes a TETRA call from a stadium security team member, reporting that trouble is brewing. He clicks his screen for instant access to the relevant cameras and can see immediately that the situation is deteriorating fast.

A quick response is vital. Police officers will have to deal with the troublemakers, but fireworks might also cause injuries and fires, possibly even leading to an evacuation of the stadium. A co-ordinated, multi-agency response may well be needed.

However, trouble with fireworks is just one of the many scenarios that the stadium has anticipated and there are procedures in place to handle it effectively.

Controllers leap into action

Everything is quiet when the call comes in, with city co-ordinators working calmly at their stations. Each agency's co-ordinator has their own job to do, while everyone can get the same real-time view of the situation around the city from the giant, wall-mounted screen in the city control room.

The room begins to buzz with activity when the city dispatcher takes the call and enters a "stadium alert" into the CAD system. A few clicks are enough to check the availability of resources and

fail to dampen fans' fun

the dispatcher begins building his incident teams by activating the automatic resource proposal suggested by the CAD system. Discussions start to fly around the room between the city dispatcher and the police, fire and rescue co-ordinators.

The possibility of a stadium evacuation is first on the police co-ordinator's agenda and he tells field officers to start setting up designated areas around the stadium. Everyone can see immediately what they need to do thanks to the mapping applications on their vehicle PCs and TETRA terminals.

Back in the control room, the police controller reviews the footage from the stadium and sends pictures of the hooligans to the nearest mobile units, who move in to pick them up. Inside the stadium there's nowhere to hide for the hooligans, since the police officers can confirm their identities quickly and easily using the images from the police controller. The culprits are swiftly arrested and removed.

Moving rapidly into position

The police controller can now see that the routes to the stadium are clear, so fire and rescue services can start to move in. Over on the fire co-ordinator's station, fire-fighters and trucks have been mobilised and navigation data makes sure they follow the agreed routes.

Outside, fire trucks start arriving and locate the nearest hydrants using their built-in mapping systems. They move in to

extinguish the few small fires that the fireworks have set before they have a chance to really take hold. In just a few minutes, the situation is under control and the genuine sports fans can continue watching the match, where the drama is really heating up.

Thanks to the rapid and co-ordinated response by the emergency services, TV reports later that night focus on the on-pitch football action, with only a passing mention of "minor incidents" at the stadium. As the fans disperse and make their way home, the city starts to relax…

You've read the article – now see the film, which premieres at this year's TETRA World Congress. And if you can't make it to TWC you needn't miss out. EADS will make copies available on request after the event. Contact: securenetworks@eads.com

EADS Secure Networks Oy
Hiomotie 32
FI-00380 Helsinki – Finland
Telephone: +358 10 4080 000
e-mail: securenetworks@eads.com

EADS Secure Networks
MetaPole – 1, Boulevard Jean Moulin – CS 40001
78996 Elancourt Cedex – France
Telephone: +33 (0) 1 61 38 50 00

EADS Secure Networks GmbH
Wörthstrasse 85
89077 Ulm – Germany
Telephone: +49 (0) 731 392 11

www.eads.com/tetra

Defence & Security, a division of EADS.