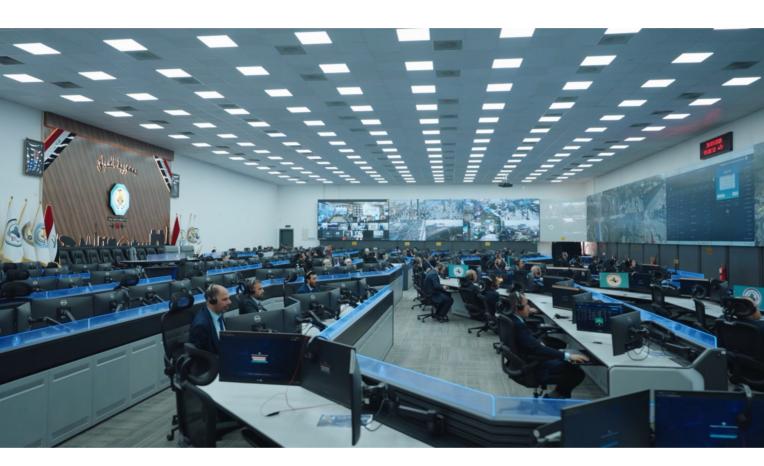# Hytera 911 Command and Control Center Enhances the Safety of Baghdad's Citizens

Introduction

The Iraqi Ministry of the Interior wanted to completely overhaul the way emergency services are conducted in Baghdad. It planned to combine the many different emergency calling numbers into one number and route calls through a dedicated emergency services call taking and dispatch center. The center needed to be able to handle multiple types of communications technology including two-way radio, CCTV and body camera footage. Hytera supplied its 911 command and control center, which was able to combine everything onto one platform, greatly enhancing emergency call taking efficiency and dispatch and improving response times.

Customer name
Ministry of Interior (MoI), Iraq

Project time
2024

Industry
Public Safety

Products/Solutions
911 Command and Control Center

The Background

The Ministry of Interior (MoI) in Iraq is the government body charged with overseeing policing and border control in Iraq. MoI agencies include the Iraqi Police, Highway Patrol, Traffic Department and Emergency Response Unit,

among others. Due to ongoing security challenges, the MoI decided to overhaul the fragmented emergency response system in Baghdad. The MoI Operations Department aimed to centralize emergency services by launching a single emergency number, 911, with calls routed through a new dedicated call center.

The Challenge

The city of Baghdad has long faced security challenges due to political instability, terrorism, and the aftermath of the ongoing conflict in Iraq. In the past, the emergency response system has been highly fragmented with as many as 26 different emergency numbers in use. This splintered approach caused delays in response times and hindered effective resource allocation. To overcome these challenges, the MoI's needed to enhance the overall efficiency and resilience of Baghdad's emergency response services to provide its citizens with a safer environment.

To achieve this, the MoI required a new command and control system able to integrate all the emergency calls ranging from security issues, crimes, traffic accidents, and fires, and manage them through one unified platform. In addition to emergency call handling and dispatch, the platform also needed to be able to integrate different two-way radio standards used by the emergency services, including DMR and TETRA, as well as other technologies such as CCTV and live video feeds from vehicle and body worn cameras.

The Solution

The Hytera 911 command and control center was chosen to integrate all the different emergency call requests and dispatching activities for the various types of first responder agencies. The 911 call center features 300 operator seats, supports case intake and creation, and dispatches cases to police using DMR and TETRA two-way radio networks.

Additionally, the center is connected to CCTV cameras and body cameras to provide live video feeds of incidents, which helps to facilitate a faster, more informed response. The system also includes call recording and statistical analysis capabilities for continuous improvement and training purposes.

The technology brings together several innovative modules to meet operational goals. For example, the call taking and handling module efficiently manages emergency calls, records incidents, and forwards them to the appropriate response units.

The integration of computer-telephony integration (CTI) and computer-aided dispatch (CAD) ensures timely, accurate, and standardized responses from call handlers and dispatchers.

The visual command system module provides a multimedia command and dispatch application, which streamlines decision-making through real-time incident and resource visualization on a GIS map. The system's user-friendly interface simplifies dispatching and enhances situational awareness.

The duty and patrol management module is designed to optimize patrol planning and monitoring. By helping to anticipate potential problems, this module can reduce the number of incidents and improve public safety. It also facilitates performance evaluations and enhances the management of police personnel.

The incident analysis module utilizes data mining and advanced analytics to help police make informed decisions by offering incident reports, trend analysis, and proactive warning features.

Finally, the mobile police application connects frontline officers' communication devices to the central command center, facilitating real-time updates and reducing administrative burdens, which ultimately improves field operations.

Together, the 911 command and control center form a comprehensive solution that promotes safety, efficiency, and resilience. The system is built on a micro-service architecture to provide a more stable and scalable command and control solution, supporting a high volume of daily emergency tasks.

The Benefits

Integration of Emergency Services
The system centralizes all emergency requests, eliminating fragmentation and improving coordination between police, fire and medical services. By combining these services into a single platform, the system reduces delays and ensures quicker responses, so citizens experience greater clarity when seeking help. This reduces confusion and streamlines coordination across services.

Improved Efficiency in Resource Allocation
The system provides dispatchers with real-time visibility of available resources, enabling them to assign the appropriate personnel, vehicles or units to an emergency. The integration of DMR and TETRA networks allows for seamless communication and eliminates compatibility issues, ensuring an efficient allocation of resources.

Faster Response Times

The system allows for the immediate intake of emergency calls and the automatic generation of case numbers and files. Dispatchers can quickly locate callers and allocate resources, significantly reducing response times, and helping to save lives. The integration with CCTV and body camera systems further accelerates the decision-making process by providing real-time visuals of the incident.

Enhanced Situational Awareness

The integration with CCTV and body cameras provides a comprehensive, real-time view of incidents, empowering authorities to make informed decisions based on live video feeds and statistical analysis.

Data-Driven Decision Making

The system's ability to record calls and analyze trends helps the Ministry of Interior continually assess and improve the effectiveness of the emergency response. This data-driven approach ensures the system adapts to evolving needs and challenges.

Increased Trust in Authorities

The implementation of a reliable emergency system can help build public confidence in law enforcement and other emergency services. It offers a greater sense of security, encouraging citizens to report crimes or safety concerns, which strengthens community cooperation.

Economic and Social Benefits

Improved safety and stability can create an environment conducive to economic growth. Citizens will feel more secure engaging in public life and business, stimulating local economies and fostering societal development.

The System has not only met but exceeded its objectives. On the very first day of its launch, the system successfully received and processed approximately 70,000 calls, demonstrating its robust capability. This project can serve as a model for other conflict-affected areas seeking to improve their emergency response capabilities. Sharing insights and best practices can help strengthen global efforts in crisis management.

Customer Testimonial

"This project, which is the first of its kind in Iraq, represents a quality move in digital transformation and modern communications, enforcement of security and the provision of legal and humanitarian services."

—Prime Minister Al-Sudani of Iraq