

A Mobitex Success Story

Public Safety

UK Police goes wireless

Imagine a world where police on patrol can access crime records instantly and where ambulances can transmit real time patient data to the hospital in order to prepare the receiving staff for immediate life-saving measures.

Imagine a world where solutions exist that enable fire fighters to receive information about hazardous chemicals, building floor plans and map references while responding to an emergency.

These are all examples of wireless communication and access that Mobitex makes possible today. Many companies have already implemented wireless communication in their business with impressive results. When will your business join in and help to shape the new wireless world?

The challenge

Some years ago Transcomm was awarded a framework agreement by the Home Office to provide mobile data services to the police and fire services until 2004. At the time Cleveland Constabulary, one of many police

Mobitex gives officers secure instant access to information in real-time and at the touch of a button

services using Mobitex technology, had one of UK's highest rates of offences per 100.000 in population. Between 1975 and 1995, recorded crime rose by 176%, while police strength increased by only 6,5%.

Throughout the U.K., police and fire services are today adopting wireless solutions on a broad scale. Transcomm and its partners have increased the number of solutions available and created custom solutions for police and fire services.



The solution

Mobitex is used for a variety of applications, including vehicle dispatch, status messaging and real-time access to the Police National Computer (PNC). Transcomm and its partners also provide live access to the Command and Control system and Crime Intelligence, Electoral Roll and Warrants databases, allowing real-time activity reporting and live incident log updates.

Officers can run live PNC checks from in-vehicle computer terminals, giving them information where and when it's needed. In one transaction, officers can access multiple databases giving secure instant access to information on stolen cars, wanted and missing persons, previous convictions and bail conditions, in real-time and at the touch of a button. Responses take just seconds and lack of radio congestion means more officers are making more checks. Activities are measured when it happens, recorded via status codes and transmitted, around the clock, straight to the Command and Control system without delays and risks of inaccuracy and unreliable data.

Maintaining radio silence is critical in many police surveillance operations. Yet, police still need to communicate



with each other and access central information sources. Mobitex has solved this dilemma.

Hampshire Fire and Rescue, one of the UK's largest fire brigades is using the Transcomm Mobitex network for vehicle and resource dispatch as well as live data transmission to and from vehicles and specialist equipment. The brigade can now send its crews a much greater volume of detailed information than was previously possible. Detailed information on hazardous chemicals, building floor plans, map references and information on the location of hydrants can all be transmitted via Mobitex, along with information on how to reach an address.

Today more than 50% of all Police forces in UK are using the Transcomm Mobitex network for real-time database access. Nine months after adopting the service the Cleveland Constabulary had improved dispatch and arrival times by 61% and the response to road traffic accidents by 29%. Furthermore they have been able to accommodate up to 10% growth without extra resource and have seen a 4% reduction in mileage across the fleet.

The benefits

- **More effective use of officers' time**, lack of radio congestion means that more officers are making more checks and they do not need to wait for information.
- **Vehicle dispatch is faster**, more accurate and more secure than voice radio.
- **Access multiple databases in one transaction** giving secure instant access to greater volume of detailed information in real-time and at the touch of a button.

- **More efficient use of patrol cars** thanks to a GPS automatic vehicle locator providing exact information on where patrol cars are at any time.
- **Higher arrest rates** – Increase in revealing traffic violations and detention of more offenders as the information comes instantly when and where it's needed.
- **Decrease in time and cost** in administration and unnecessary paperwork as well as automated and more efficient activity reporting.
- **Decrease in training times** – from a five-day police national computer course to less than 2 hours hands-on.
- **Communication without breaking radio silence** in surveillance operations.

Why Mobitex?

Operational need for highly reliable data transmissions led to the choice of Mobitex for communication leaving competition behind as seen as the best place to handle both mobile and fixed parts of their system.

Key criteria also included availability in terms of coverage, fast response times, cost efficiency and guaranteed high network capacity also during peak hours. Those are all key features in Mobitex.

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Facts about Mobitex

Mobitex from Ericsson is an open and international standard for wireless packet-data communications. With more than 30 networks in operation on six continents, Mobitex is the most widespread dedicated wireless data technology in the world.

Based on state-of-the-art packet switching and routing technology from Ericsson, Mobitex offers the most reliable and robust wireless data technology available today, delivering industry-leading performance in terms of capacity, connectivity and cost-efficiency.

Over the past three years, the number of Mobitex subscribers around the world has grown sevenfold, and the number of Mobitex networks have increased by ten. Today there are more than hundreds of applications available to meet every customer need.

This success story is intended to provide inspiration and to give you an idea of how innovative services and solutions are enabled by Mobitex.