CAPITA

Safeguarding key national transport links

For many years Capita's leading communications and control solutions have played a key role in safeguarding key transport infrastructure in the UK; in support of planned major events such as the 2012 Olympics and in response to major incidents such as the 2005 London bombings and the more recent terrorist incidents.

Key to the solutions used has been their ability to scale to national deployments, deploy across regional control centres and to interface with specialist communication and information services. Alongside Capita's 24/7 service our solutions provide mission-critical support to key public services across the transport network.

Supporting National Policing

British Transport Police (BTP) is a truly national Police Force responsible for Policing across the UK's rail network as well as London Underground and other metro and tram services in major cities. Since 2003 BTP has made use of Capita's Integrated Control Room solutions to connect 4,000 officers nationally to integrated radio and telephony communications and incident management through Command and Control.

In 2016 BTP significantly upgraded their Command & Control platform to Capita's latest **Control*Works*®** solution enabling:

- Integrated, multi-channel communication
- Extensive resource management
- Enhanced data integration for incident response
- High performance mapping
- Event Management

This fully integrated solution provided the foundation to enable BTP to increase operational effectiveness and efficiency by moving to two major Control Rooms to manage the entire network with data exchange with neighbouring Police Forces and other agencies.

BTP have also deployed the solution on laptops, which, with low bandwidth requirements, allow officers to set up mobile command points to manage incidents whilst ensuring connectivity with the national system, continuity of data, messaging and incident exchange with other agencies.

BRITISH TRANSPORT POLICE

highways
england
driving forward

Transforming the management of the UK's strategic road network

Highways England (HE) is a UK Government company and is responsible for operating, maintaining and improving the strategic road network in England.

In 2004, HE's role was enhanced to include the monitoring, management and safety of the roads and road users. This additional responsibility was designed to relieve regional Police Forces of their role in keeping the roads clear so that they could focus more effort on core policing activities. Any incident on the network, provided injury or criminality is not involved, is now managed by HE, from the clearing of carriageway debris to responding to motorists' calls from the emergency roadside telephone system.

From inception HE has used Capita's national Command and Control solution including call handling, dispatch and incident management with interagency data exchange and communications and has recently upgraded to the latest Control*Works*® platform, across all 7 Regional Control Centres and 16 Service Delivery Areas, to enhance security, replace End Of Life service components, maintain the current absolutely reliable service and to facilitate further business transformation.

Highways England service hubs

Key functions of the Control Rooms are as follows and are all serviced through the Control*Works*® platform:

- Answer calls from the emergency roadside telephones on the motorway and trunk road network
- Liaise with breakdown organisations
- Allocate Traffic Officers to incidents
- Monitor the CCTV system

Control*Works*® delivers the following key features in support of HE's operations:

- Integrated communications
- Operations management
- Supporting information for contingency plans, weather and previous caller contact
- GIS data and mapping to support resourcing decisions and visualise the road network
- Collaborative tools including remote Control*Works*® clients, Incident Transfer with police forces and other agencies, audio conferencing and message threading (email and SMS)
- Effective Demand Management
  - Data Analytics – Real time and Historic
  - Multi-Channel Contact
  - Process automation, e.g. Incident creation from DSC
  - Intelligent routing of Incidents
- Effective Resource Management
  - Skills based resourcing
  - Real-time view of availability
  - Voiceless dispatch
  - At scene situational awareness
- Service Delivery
  - Asset delivery
  - Repairs
  - Accident clean ups
  - Scheduling
  - Resourcing

4,300 miles of road network

3,500 staff

600 Traffic Officers

200 Control Room staff

✉ ccs.info@capita.co.uk   www.capitacontrolsolutions.co.uk