

BAPCO 2020

The Annual Event for Public Safety Technology

10 - 11 MARCH 2020

RICOH ARENA, COVENTRY

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POLICE PERSPECTIVE ON ECHO

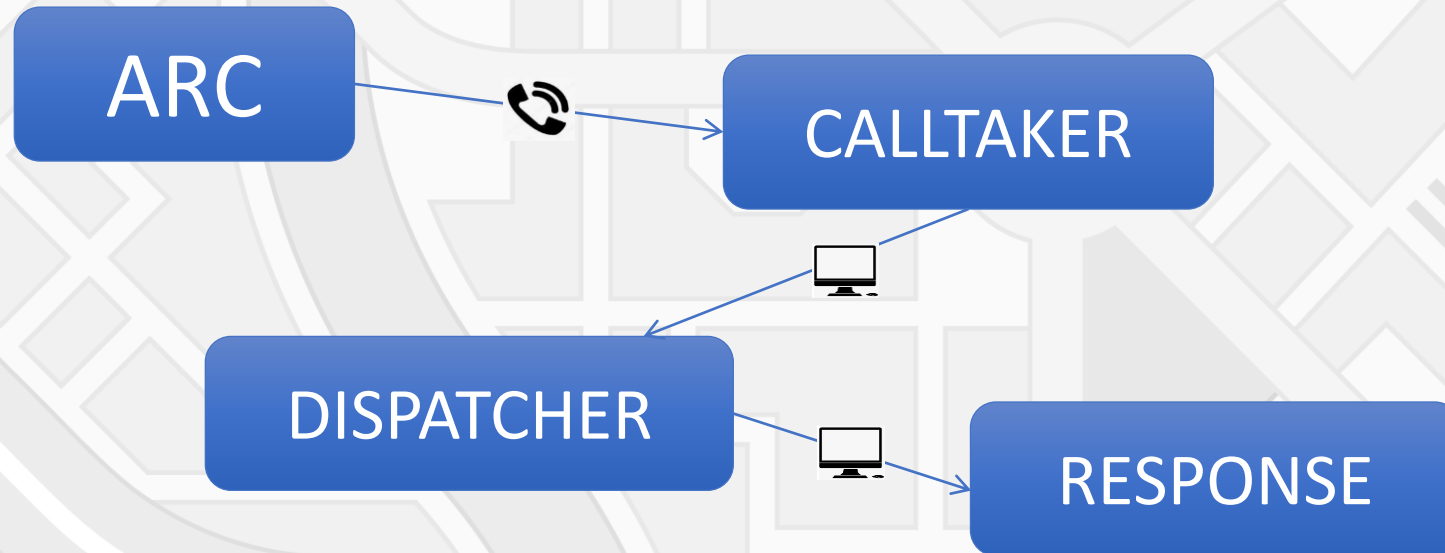
S(Electronic Call Handling Operation)

David Mair

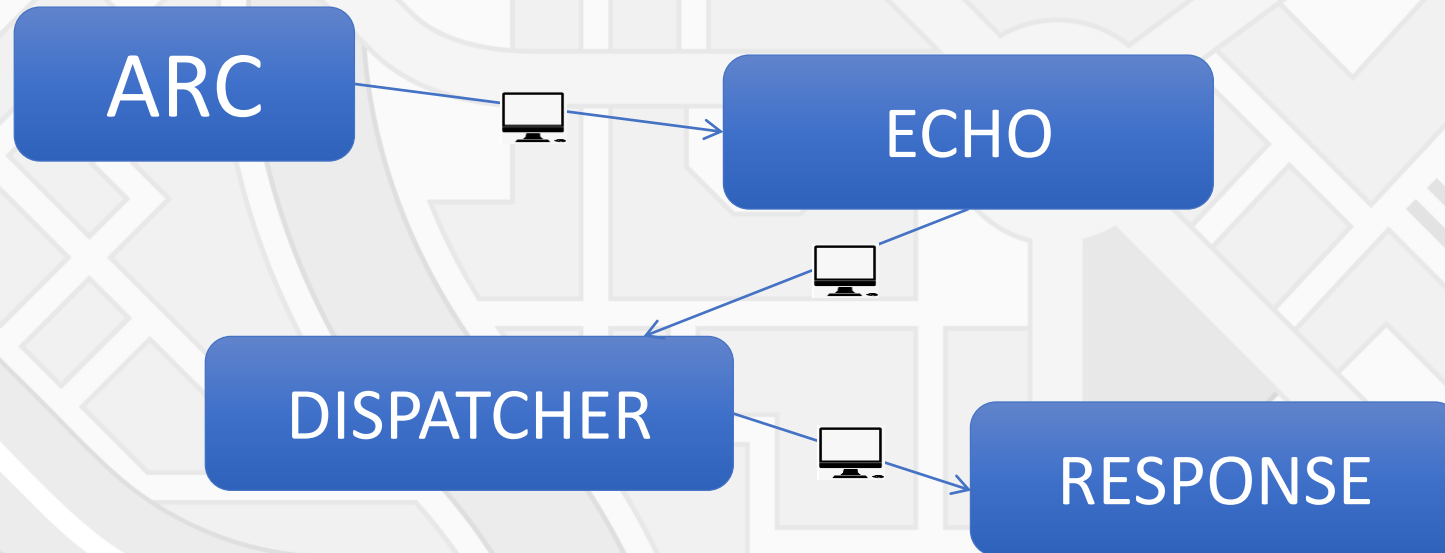
Met Police Security Systems Manager & NPCC Technical Rep



Current Alarm Handing Process



ECHO Process



Why Automate?

Electronic transfer of IAS and Hold-up alarm activations will be mandatory with effect from 1.4.2020 where forces are able to accept such activations. Forces that are able to accept activations after this date will provide a 6 month period of notice to ARC's to enable connectivity between both parties.

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Why Automate?

- Time saving averages 120 seconds
- Eliminates human error
- Automatically creates incident and responds to sender with incident number
- Some cost savings

Why ECHO?

- Approximately 100 ARCs and 44 Police Forces
- Individual connections from each ARC to each force not practical and very costly
- ECHO has built in resilience with two independent hubs
- Simple funding model of a small levy on top of maintenance and monitoring fee

Challenges

- Police need to audit records so only live systems are passed
- If incorrect data is transmitted and records do not match call will be rejected
- Rollout from 1st April 2020.
- Police IT to be able to factor in changes required on time
- Currently police have no budget for ECHO

Progress So Far

- Essex, Avon and Somerset, Northants and Met have already successfully tested the concept and are receiving some calls electronically
- ECHO and NPCC are negotiating with Sopra Steria on the cost of installation and licences for forces using Storm. Storm used in 28 of the 43 NPCC forces plus Police Scotland
- Once the initial costs of upgrading police systems is known there is hope that the Home Office may provide some funding
- AVR Group (part of National Monitoring) successfully tendered. Already are PSN compliant. Connection much more straightforward

More Information

www.echo.uk.net



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