To: Charles Craft, Chief, Troy Police Department
Cc: John Szerlag, City Manager
✓City Council

From: Robin Beltramini, councilmember

Subject: "Responding to Terrorism & Disasters: Technology as a Public Safety Tool," NLC, Atlanta GA Dec. 6, 2001

Date: January 3, 2002

It must be said at the outset that this seminar was essentially a sales pitch for a new software product developed by IBM and EDGE Law Enforcement Hosted Wireless Solutions. The anecdotal background information came from studies of plane crashes and natural disasters.

Presenters:

IBM	Jim Lingerfelt, IBM Wireless Solutions, Public Safety Consultant, lingerfelt@us.ibm.com or 403.399.4091
	John Wilson, IBM CRM Consulting Services, National Practice Principal, jmw@us.ibm.com or 301.803.3461
ETeam	Troy Armstrong, tarmstrong@Eteam.com
ESRI	Mitchell Maddox, Redlands CA

Four Phases of Event Management

1. Planning
   ...all stakeholders
   ...resources—personnel, materials, and information
   ...roles and responsibilities
2. Initial Response and Triage
   ...immediate access to plans and checklists
   ...full inter and intra agency communication
   ...police, fire, EMS, DOT –handle traffic, disabled vehicles, injuries

3. Event Management
   ...information tracking and follow-up
   ...roles and responsibilities--agencies and persons
4. After Action Evaluation
   ...review
   ...update the plan

EDGE Rapid Response Solution-- Three Components

- Consultation on Scenarios and response development
- Hosted solution and response support (upload & updating of all maps, plans, information bits)
- Lease of devices and infrastructure for duration of event

IBM sets up triple encoded system, fully loaded at event time.

EDGE Advantages:

- Fast deployment of mission critical application; immediately operational
- Open and flexible--can be used by any device on any network
- Secure
- Extended options
- Cheaper than building and maintaining individually

Information note: IBM Law Enforcement EDGE Business Partners: Datamaxx Applied Technologies; MEGG Associates; Computer Projects of Illinois.

Meeting the Challenge of Homeland Security

Information note: This is the system designed for and made operational in NYC 9/14/01. ETeam, Inc.. was the designer and provider. Additional systems have been contracted in Phoenix, Los Angeles, San Francisco, and by the US Olympic Public Safety Command for the Salt Lake City games.

Attributes of the system:

- Provides common operational picture
- Integrate operations of all levels of government
- Easy to set up, implement, and maintain—Web-based
- Easy to learn and use (15 minutes training for first NYC personnel)
- Continuous improvement via customer feedback
- Wireless support
- Complete audit trail for reimbursement and tracking

Key Functionality of the system:

- Gather, update, disseminate critical information
- Coordinate response and recovery actions
- Built-in asset tracking
- Planning (action planning) part of system allows change "on the fly" if necessary
- Integrated modeling

ESRI GIS for Community Safety

Examples of attributes and functions of the system:

- Partner with phone engines
  Can be used to call buildings for warnings or evacuations
- Ability to "user ID" certain infrastructure maps for access only by event management personnel
- Would comply with any GIS requirement considered by National Office of Homeland Security

IBM Perspective on the Constituent Relationship

The above plans are a solution to the current situation of councils and departments being siloed. This is an integrated, customer centric model.

Incident report is on line for completion and appropriate dessemination.

Critical Success Factors:

- Comprehensive approach
- Organizational change
- Enterprise Solution Framework
- Strong project/program management
- Extensive CRM services and solutions
- Complex integration
- Internal and external communications
- Partnerships
- Experience of the vendor.

Chief Cratt, as you can see, this was a way for this consortium of providers to tout their system. Actually, I found the whole concept fascinating, interesting, and am sure that we do have, or will soon have something similar here in Troy. If we don't have such a system in our sights, I would ask, "Why not?" You see, they did convince me of the need for some sort of system.

I am also enclosing with your copy a packet on "Autodesk" which I picked up in the exhibit hall at the conference. This is a different software package usable as a tool in the management of a crisis situation. I think that some of the GIS functions, if not already available in Troy, and the floor plan option might prove helpful to your department or the fire department. Of course, I have not cost information on any of this, but have provided you with contact information if you want to further investigate.

As always, if you have any questions, feel free to contact me.