



Photo courtesy of Richard Lambley, Land Mobile

The role of a cutting-edge town centre control room in crime prevention

The new control room has helped improve Bolton's overall security through supporting police by:

- helping to increase their capacity and efficiency
- dramatically improving the timeliness and accuracy of information they receive as groups and individuals on the street
- enabling individual police officers to instantly respond to control room operators.

Tetra integration

Adding TETRA support to the C-Soft solution allows operator access to the Airwave and analogue PMR networks via the same touchscreen as all their other audio communication equipment. Without it, operators would need to juggle multiple radio handsets in addition to monitoring the CCTV screens, a near impossible task for a single person to cover without error.

C-Soft in Greater Manchester Town Centres

The Greater Manchester towns of Bolton and Farnworth have around 225 CCTV cameras monitoring shops, bars, car parks and the surrounding industrial estates. The information provided by these cameras is augmented by a diverse range of different radio solutions, seamlessly integrated in a single control room by the **C-Soft Plus** dispatcher, touchscreen technology from Cyfas.

Already used by the emergency services, the Bolton control room is one of the first to realise the advantages of the C-Soft solution for local authority, small business and town centre security.

A single control room operator becomes equivalent to 20 out in the field

The advantages of a direct communication link between town centre organisations and the local police are well understood. Bolton has the UK's first municipally owned control room which is fully integrated with police Airwave channels.

The control room integrates:

- **VHF single-channel radio** (used for the industrial estate watch scheme)
- **trunked radio system** (used for pub and shop surveillance)
- two **Airwave** police talkgroups
- **analogue PMR** networks

Control room operators can immediately relay the behaviour they're seeing onscreen to local police, updating them before they arrive on scene, guiding them to where a suspect is heading or hiding and in some cases enabling them to go straight to the ringleaders.

One control room source suggested that a single person monitoring the camera and communicating directly with local police was equivalent to the capacity of 20 officers out on the street.

Your partner of choice for centralised communication



Control room operator efficiency

The **C-Soft** dispatch user interface is intuitive and designed to maximise user efficiency within radio and telephone operations. Now operators can handle any type of radio or telephone call on the same headset in front of their own, multi-purpose control panel. In this case hot-desking operators bring up their own tailored control screen using personal logins.

C-Soft has an inbuilt call-sign directory and automatically presents a text label identifier with each incoming call. Operators immediately identify who they are speaking with, especially significant if a field-based emergency button has been activated.

In addition, there is a facility which allows the last 30 seconds of speech to be replayed, enabling operators to double check communications if background noise interferes.

The result

Using the C-Soft dispatcher from Cyfas, previously disparate communication systems have been unified as have the efforts of local businesses, police and public authorities. By increasing efficiency in this way, crimes have undoubtedly been prevented and savings brought to both the private and public purse.

Deployed across a range of markets including town centre CCTV, marine and road transport, utility suppliers and the emergency services, the C-Soft dispatch solution from Cyfas is the proven solution for your dispatch needs.

VoIP and digital technology offers excellent speech quality and allows complex radio and telephone control over any distance from the control desk.

Highly scalable, the C-Soft can easily extend to support up to 150 radio connections and unlimited local or remote dispatcher positions, allowing your solution to grow in line with your capability.

The inherent mesh architecture distributes these interfaces across multiple control positions for a flexible and highly resilient solution.

With support for conventional and trunked analogue plus digital (TETRA, DMR) radio, C-Soft allows the complete integration and management of today's diverse communication systems at a central control point.

Multi-technology radio control operation makes it an ideal solution for systems running parallel schemes and legacy radio users migrating to digital radio technology.



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