



Moravian-Silesian Region

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# **INTEGRATED SAFETY CENTER**

**OF MORAVIAN-SILESIA REGION**

# Moravian-Silesian Region ...



78 867 km<sup>2</sup>  
10,5 mil. inhabitants  
14 regions

5 427 km<sup>2</sup>  
1,2 mil. inhabitants  
6 districts  
300 municipalities  
Ostrava – the 3.<sup>rd</sup> biggest city  
of Czech Republic

# Integrated Safety Center ...

## Integrated Safety Center

is integrated workplace for emergency services of Integrated rescue system for receiving of emergency calls and deployment of personnel, appliance and equipment to emergency accidents in Moravian-Silesian region.

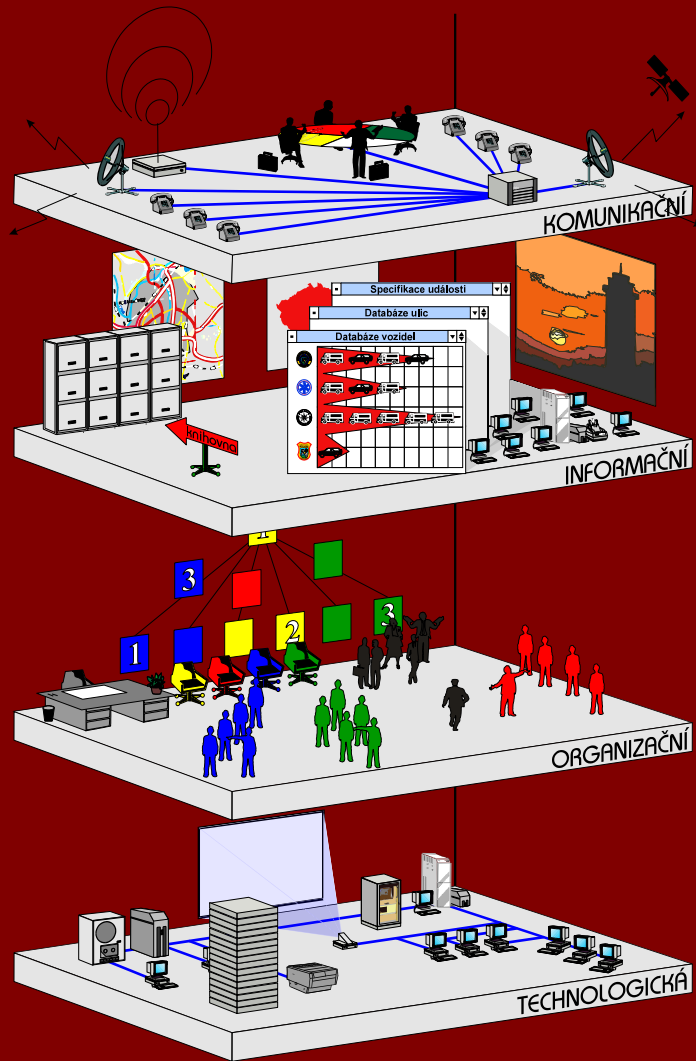


ISC is unique for its highest level of integration – **technological and spatial.**

# Integrated Safety Center ...

- ❑ PSAPs of emergency services of Integrated Rescue System (IRS)  
(Fire rescue brigade, Police, Emergency medical service on regional level and Municipal police of city of Ostrava on municipal and contractual level)
- ❑ PSAPs are receiving emergency calls from the whole territory of MSR (except 112 other national numbers – 150 FRB, 155 EMS, 156 Municipal Police, 158 Police)
- ❑ provides deployment of personnel, appliance and equipments to emergency accidents in MSR and is coordinating operations of IRS
- ❑ provides space and support for crisis management of MS region and city of Ostrava
- ❑ Provides space and support for PSAPs of emergency services of IRS with possibility of their cooperation
- ❑ Provides space for directorate of Municipal Police of city of Ostrava and for two ambulances of EMS

# Integration – common platform ...



## Communication

- ☐ telephone exchange
- ☐ radio sites
- ☐ codes of typical activities

## Informational

- ☐ application software
- ☐ databases
- ☐ geographical information system (GIS)

## Organizational

- ☐ supervision over ISC systems
- ☐ securing of running of ISC

## Technological

- ☐ common informational servers
- ☐ common databases servers
- ☐ common secure sites

# Integration – main benefits ...

- ❏ contribution for inhabitants – ISC acts as one emergency call number
- ❏ exclusion of multiple processing of the same data and information
- ❏ speed-up of communication between bodies of IRS
- ❏ common technical service of IT and communication systems

# Integration – main benefits ...

- ❑ possibility of deputizing of dispatchers
- ❑ interpersonal contact of dispatchers of IRS during solution of emergency accident
- ❑ unified refreshing of shared information
- ❑ economical and organizational benefit during realization of project of ISC
- ❑ economically and organizationally advantageous sharing of costs for running and providing of service in building of ISC

# Financing building of ISC ...

▣ **27,2 mil €** – costs for building of ISC  
(680 mil CZK)

▣ **92.5%**  
was contributed by EU (EU Structural Funds)

▣ **7.5%**  
was funded by three partners ...

- Ministry of interior of Czech republic  
(29,0% of partner's participation)
- Moravian-Silesian region  
(26,6% of partner's participation)
- City of Ostrava  
(44,4% of partner's participation)

# ISC in 2006 ...

## Architectural project of ISC ...



# ISC in 2008 ...

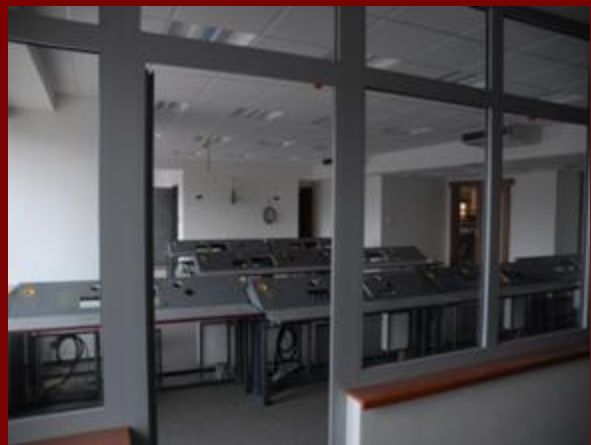
## Initial situation of building before reconstruction



# ISC in 2008 - 2009 ...



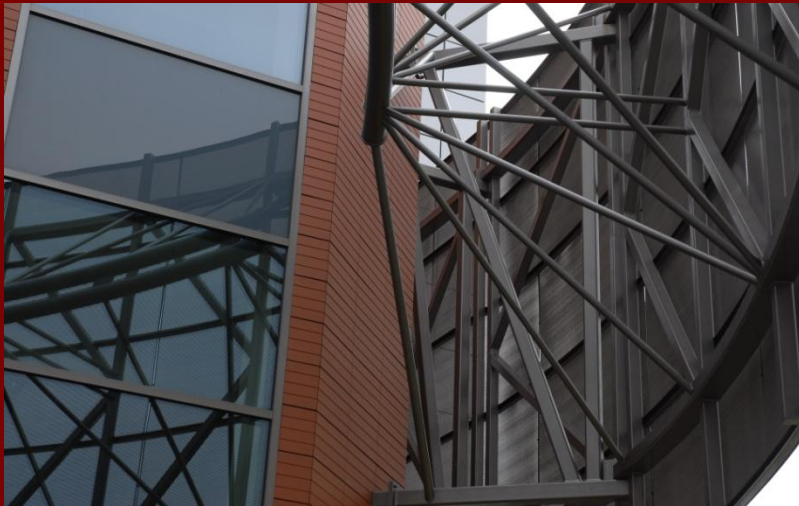
# ISC in February 2010 ...



# IBC in September 2010 ...



# IBC in September 2010 ...



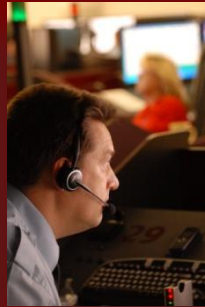
# ISC nowadays ...



# ISC – dispatcher's room ...



- ✦ 31 dispatcher's workplaces
- ✦ 5 additional calltaker's workplaces for supporting of receiving of e.c. in case of disasters
- ✦ multifunctional workplaces
- ✦ workplaces are situated into the rounded clusters
- ✦ ergonomic – vertically adjustable tables and level of monitors
- ✦ visual signalization of status of dispatchers (receiving call, ready to receive, available to be connected, logged out) by changing colour of lights on dispatcher's tables (red, green, white, black)
- ✦ HW is situated on the floor under the dispatcher's room
- ✦ electronically controlled system of lighting (Luxmate system)



# ISC – dispatcher's room ...



8 working places are dedicated to FRB



10 working places are dedicated to EMS



10 working places are dedicated to Police



3 working places are dedicated to Municipal Police

# ISC – operational centers ...



- ❑ operational center of FRB – supervising and coordination role in case of cooperation emergency services
- ❑ operational center of Police
- ❑ operational center of EMS
- ❑ operational center of Municipal Police, supervising CCTV systems of city of Ostrava (traffic, safety a security issues)
- ❑ operational center for cooperation with external institutions (Army, Custom service, etc.) in case of dealing with crisis situations in Moravian-Silesian Region
- ❑ immediate contact with dispatcher's room
- ❑ work on common data space



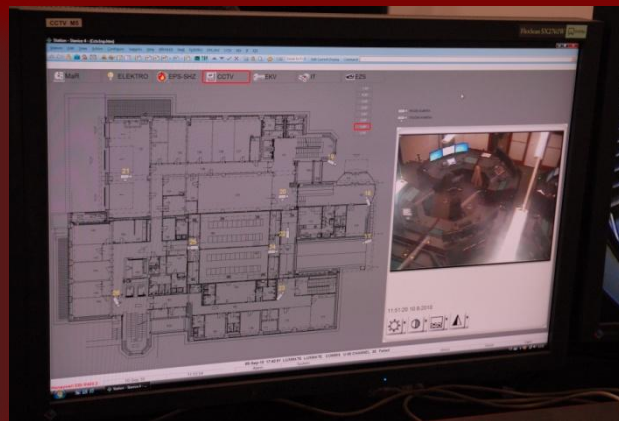
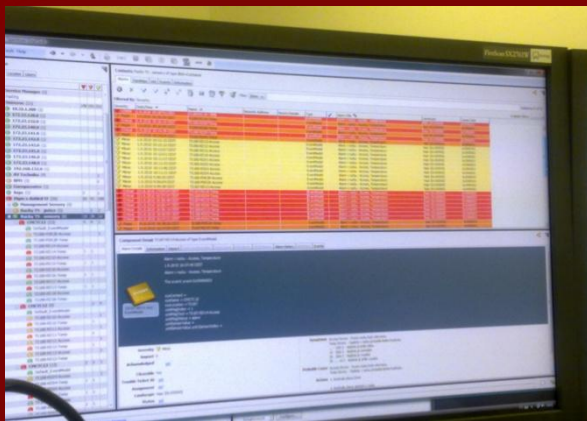
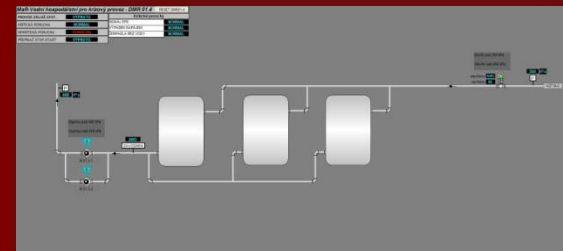
# ISC – technological rooms ...



- ❑ 2 redundant main technological rooms
- ❑ 5 storeyed data – technological rooms
- ❑ main rooms are protected by Early Warning Fire detection system and Early Suppression Fast Response Fogtec
- ❑ main rooms are cooled by 2 independent systems of air-conditioning with high accuracy
- ❑ data racks are under continuous supervision – protected against non-authorized entry into the racks
- ❑ main rooms are supplied by electricity directly from failure less low voltage distribution point
- ❑ high level of protection against non-authorized entry and manipulations

# ISC – continuous supervision ...

- ❑ continuous supervision (24/7)
- ❑ supervision is provided by IT specialist from involved emergency services (FRB, EMS, Police, Municipal Police)
- ❑ ISC use Building Management System – EBI
- ❑ supervision of IT systems of ISC is provided by CA, Service Desk
- ❑ coordination with realizer of project ISC – guarantee 5 years on technologies, 10 years on building
- ❑ development and upgrade of systems of ISC



# ISC – failure less operation ...



- ✘ ISC is prepared for working without supply of water, electricity and heating independently for 72 hours

- ✘ failure less reduplicated system of distribution of electricity

- ✘ supply of diesel for generators for 72 hours

- ✘ strategic systems are covered by fly-wheel UPS

- ✘ supply of drinking water for 72 hours

- ✘ possibility of heating by electrical kettles

- ✘ reduplicated systems of air-conditioning and cooling

- ✘ reduplicated application and database servers

- ✘ reduplicated components of site infrastructure

- ✘ reduplicated telephone and call recording systems



# Integration – cooperating of IRS ...



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FRB

**112**  
**150**



EMS

**155**



Municipal  
Police

**156**



Police

**158**

# Award for ISC ...

## BUILDING OF THE YEAR 2010 – „GRAND PRIX“ OF MORAVIAN-SILESIA REGION



# Development of ISC ...

## ISC is participating on additional projects ...

- ✚ VŠB Technical University of Ostrava – projects „Floreon+“ and „IT 4 Innovations“
- ✚ Project of FRB MSR and Slovak FRB of Žilina region called „Creating of platform for sharing of information for coordination of common intervention on the scene of emergency accidents of FRB Czech Republic and Slovak Republic“

