

## West Yorkshire Fire and Rescue acquires advanced Incident Command Unit

West Yorkshire Fire and Rescue Service has enhanced its ability to manage major incidents with the addition of a new ICU (Incident Command Unit). Developed in partnership with Exceleerate Technology, this new vehicle will also play an important role in helping the service meet its statutory duty under the Civil Contingencies Act to maintain operational functionality and interoperability with other responders at all times.

"Throughout the project, Exceleerate Technology provided important advice on the technologies that would deliver the greatest operational benefits," stated Nick Smith, Group Manager at West Yorkshire Fire and Rescue Service. "The new ICU will enable us to build a full operational picture that will empower commanders to make faster, more effective decisions and enhance the management of major incidents throughout West Yorkshire."

The new ICU is based on a Volvo 12 ton chassis which Exceleerate Technology has equipped with a roof-mounted transportable satellite solution that can be operational within four minutes of

parking the vehicle. This provides a resilient stand-alone broadband connection into the communications suite at the front of the vehicle where operational personnel will have access to secure telephony, internet and email facilities.

The ICU also provides a multi-agency briefing area with high impact safety seating and three 42" touchscreen displays that run a wide range of specialised command support and emergency planning applications. These screens can also be used for video-conferencing and the viewing of real-time images from vehicle-mounted cameras and COFDM body-worn cameras, traffic cameras and television news. An additional 42" touchscreen has been mounted externally within a separate compartment enabling larger scale briefings to be conducted.



RIGHT  
West Yorkshire FRS  
Incident Command  
Unit: empowering  
commanders to  
make faster, more  
effective decisions.

## Exceleerate Expands Regional Management Team



RIGHT  
Exceleerate Regional  
Sales Team left to right:  
David Ennis, Simon Hill,  
Jeremy Valentine,  
David Savage  
(Founder and CEO),  
Steve Pilkington  
and Martin Saunders  
(Sales Director)  
outside the Cardiff  
Headquarters.

Following on from the successful expansion of the Customer Support Team last year, which now offers 24/7 technical support, Exceleerate has implemented the next stage of its regionalisation

plan by appointing three additional very experienced regional sales managers - Jeremy Valentine (North), David Ennis (South) and Steve Pilkington (Midlands, Wales and South West).

Central to the continued success of the company, their focus will be on developing and managing relationships with existing and new clients in the emergency services, public and commercial sectors.

The regional managers will each have a fully equipped Mercedes Vito, able to showcase the full range of high performance communications technologies currently being deployed on the latest incident command vehicles being specified by the UK's emergency services. Each vehicle will be fitted with a transportable satellite, private GSM, VoIP, wireless network, and video streaming. They will also feature touch screens, COFDM body worn camera kits and mobile BGAN solutions that deliver high-speed broadband access on the move.



Jonathan Davies of Cleveland FRS, who will attempt a north face ascent of Everest, photographed at the Matterhorn.

## Everest attempt to be supported with lightweight satcomms

Jonathan Davies of the Cleveland Fire & Rescue Service is well on his way to achieving one of his lifelong ambitions by attempting to climb Mount Everest from the renowned north side in Tibet.

This is the famous route that Mallory and Irvine took in the 1920s. The expedition left on 3rd April and hopes to make the summit sometime in May, depending of course on the weather and how well they acclimatise to the altitude. "Everest's summit is at 8,848 metres and we expect it will take us nine hours to climb the last 500 metres as the oxygen level is only 30% of that at sea level," explained Jonathan.

To help him on his way, Exceleerate is providing financial support as well as critical communications backup with lightweight satellite communications comprising a ruggedised laptop and a BGAN satellite terminal (in partnership with Thales) with £1000 worth of satellite airtime. This communications kit is capable of enabling Jonathan to communicate with anyone in the world, including his family back home, the media and his sponsors.

The BBC aired an interview with Jonathan before he left the UK and will be broadcasting live links with him during the trip. Jonathan will be using the equipment supplied by Exceleerate and Thales for this, as well as for keeping a regular blog, which you can follow at:

<http://jdaviesoneverest.blogspot.com>

We all wish him and the rest of the Everest team every success.

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DATA VIDEO VOICE INTERNET VIA SATELLITE & WIRELESS

# Command & Communications

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The Rt Hon David Miliband MP meets members of the North East Ambulance HART team at the opening of the service's new emergency centre.

## New Emergency Centre Boosts North East Ambulance Service

The North East Hazardous Area Response Team (HART), part of the North East Ambulance Service (NEAS), received a major boost to its capacity in March with the official opening of the Service's second contact centre and emergency planning facility in Monkton by the Rt Hon David Miliband MP, Secretary of State for Foreign and Commonwealth Affairs.

The contact centre, which is built over 550 square meters of the overall site, is a mirror image of the primary control and contact centre at Ambulance headquarters at Newburn. Staff at the contact centre are responsible for taking 999 calls and dispatching ambulances across the North East. A&E crews are based at the building and it also houses the Hazardous Area Response Team (HART) and Emergency Planning Unit.

Substantial new command, communications and control resources have been developed and installed by Exceleerate for the UK Ambulance Service's growing fleet of Hazardous Area Response Team (HART) mobile incident command units known as MIRVs (Major Incident Response Vehicles).

Part of the Department of Health's national HART programme, designed to support paramedics operating inside the 'Hot Zone' inner cordon

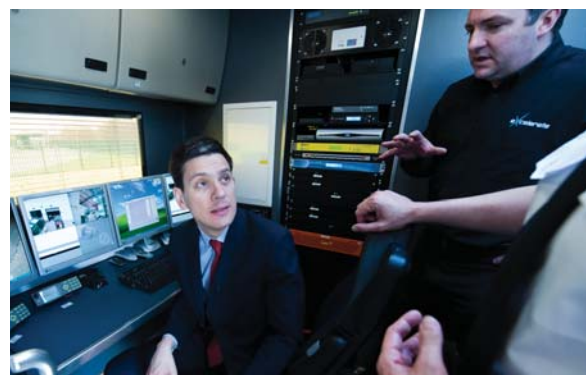
of major incidents (something the ambulance service was not equipped to do previously), the HART project has required advanced command, communications and coordination technologies to support paramedics in high-risk, high-pressure situations such as CBRN and USAR incidents.



Simon Swallow, HART project manager, shows the Rt Hon David Miliband MP the forward command vehicle, with technology and integration supplied by Exceleerate.



ABOVE  
The Rt Hon David Miliband MP is introduced by Simon Swallow to Hilary Pillin, HART programme manager, and Dave Bull, HART education and training lead.



BELOW  
The Rt Hon David Miliband MP is shown the command and communications suite in the forward command vehicle by Jeremy Valentine of Excelebrate.

A total of twelve HART teams will be operational by April 2011, and most are already in post. All teams have uniform sets of vehicles and equipment, comprising three vehicles including

one forward command Mobile Incident Response Vehicle (MIRV) with satellite broadband and other sophisticated command and communications equipment.

The satellite network is managed in real-time from Excelebrate's Cardiff-based headquarters, to ensure that sufficient bandwidth is available to meet specific requirements at all times. RapidNet Private GSM can be generated by each command vehicle to maintain communications with field-based personnel at all times without requiring service from the main network providers. This will provide full telecoms capabilities in situations where either none exist or they are unavailable, and eliminates risking a repetition of the communications problems experienced following the 7/7 bombings.

Excelebrate was heavily involved, working in close collaboration with the Department of Health, London Ambulance and other ambulance services, in the three-year design programme for the HART pilot command vehicle (which required highly robust communications and display technologies). It has also been involved in helping the training of HART personnel so that they get the best use out of their vehicles using the powerful technologies they contain.

while the 50mm Germanium lens delivers high quality thermal pictures, helping human presence to be identified at up to 450 metres.

The optically flat glass window is distortion-free, giving bright and clear images at higher zoom ranges, and the fitted wiper clears any dirt and water, which means that effective operation is possible even in adverse environmental conditions.

Live video streams from the camera can be viewed at the incident by Silver commanders (both in the incident command vehicle and on hand-held and portable devices) and can also be streamed back to the control room via broadband satellite.



## Rapid Deployment Cameras Deliver Major Benefits

Rapid deployment wireless cameras are becoming increasingly popular among fire service and other emergency services because of their ability to deliver greatly improved video imagery (using COFDM wireless transmission), including high quality footage from within buildings and tunnels, to incident commanders. The continuous rotation, ruggedised wireless camera solution is designed for rapid deployment by emergency services to major incidents. As well as being operated separately on a tripod it can also be vehicle-mounted, fitted to a high-reach aerial platform or a combined aerial rescue pump (CARP).

A high resolution optical zoom camera and a sensitive dual-thermal imaging camera are combined in one remote head to deliver images at up to 2km distance using COFDM Video and controlled by UHF Telemetry. The 36x optical zoom provides the ability to see across long distances,

RIGHT  
High resolution, dual thermal COFDM cameras from Excelebrate can deliver hugely improved live video coverage of incidents.

## Excelebrate Confident of Strong Market Growth



Excelebrate Technology is seeing strong interest among a growing variety of organisations in the benefits of using command, video and communications technologies supplied and integrated by the company, leading them to conclude that prospects in its markets will be good despite recent economic difficulties.

In addition to wider understanding of the benefits that satellite broadband and other technologies can deliver to emergency services, government agencies, education, business sectors and sports teams in the UK, the company is also finding there is growing international interest in its unique range of communications solutions and its integration expertise.

According to David Savage, Excelebrate founder and CEO: 'During the last fifteen months our order book has increased from £2.4 million to £13.1 million, so based on that and the new activity we are engaged in, we are seeing significant expansion in our business, and this does not include international interest.' Savage also thinks that, given the critical priorities emergency services have to prepare for, investments will continue to be made in

ABOVE  
Royal Berkshire Fire and Rescue Service ICUs, one of a growing number of emergency services adopting Excelebrate's advanced technologies to support improved emergency response.

high tech command vehicles despite budget austerities: 'As there is no alternative to achieving what our customers want to do without these technologies, and given the gravity of the incidents that need to be managed better - from floods, to major accidents to terrorist incidents - then we are confident that, although there are bound to be some effects from budget cuts, the vital services and technology to give operational commanders and personnel all the information they need to make faster, better informed and more accurate decisions, and share what is happening and what needs to be done, will only become even more established.'

### Compelling Benefits

According to Savage, once operators begin to use some of the solutions provided in the portfolio they begin to see the potential of additional applications, making the original purchasing decision even more compelling and cost-justified. 'Nearly all the communications solutions in our portfolio are capable of being used as single standalone products, even though we develop most offerings as part of an integrated requirement. For example, most of our emergency services customers specify video systems that use both standard and thermal cameras, where live video is required to be onward transmitted in real time for viewing anywhere in the world.

Then, having seen the potential of these cameras for improved surveillance and video communication, our customers inevitably think of further ways to deploy such equipment in standalone applications. The picture is similar across the whole range of our product portfolio as our customers let their imaginations loose.

### Broadband Comms Cost-Justified

'One of the key benefits customers are finding is that, over time, broadband communications save organisations money. The company's ability to offer flexible tailoring of bandwidth costs, based on bespoke requirements, also helps users match communications needs and budgets. We realise that there are budgetary constraints for customers, and we have solutions, often involving the supply of dual function vehicles that deliver real added value.'

To support its international expansion, Excelebrate will be exhibiting at the InterSchutz fire exhibition in Germany in June, as well as demonstrating its solutions to a number of emergency services throughout Europe.

## Gwent Police Sees ICU Benefits

Gwent Police has unveiled what is almost certainly the most advanced mobile Incident Command Unit (ICU) to be ordered by the UK's police service to date. Developed by Excelebrate Technology in partnership with a team from Gwent Police's Emergency Planning Department, it will provide a tactical silver command solution that will support preparedness for all civil contingencies throughout Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen in Southeast Wales. The vehicle will also be deployed at large scale public events such as the forthcoming Ryder Cup.

This advanced ICU has a roof mounted transportable satellite solution that enables real-time voice, data and video information to be shared with Gold Command to provide a common operating picture. The roofline was converted to provide a practical and spacious working environment for operational

personnel working inside the vehicle where three workstations have been installed with ruggedised screens on which a wide range of specialised command support applications can be run. These include risk and asset management database information and email, instant messaging and video-conferencing.

Gwent Police's new ICU has already been deployed to a number of major incidents and played a pivotal role during Operation Utah on 11 December 2009. This large-scale operation targeted travelling criminals in Gwent and involved more than 150 police officers from 6 forces and representatives from the DVLA, Department for Work and Pensions (DWP), VOSA (Vehicle Inspectorate), HM Revenue and Customs, Her Majesty's Court Service and the Environment Agency. The vehicle provided essential communications throughout the operation, which resulted in 32 vehicles being seized, and 13 people arrested.

BELOW  
Gwent Police ICU: already delivering real operational benefits.



## Firebuy selects Excelebrate for Major Incident Equipment Framework

Firebuy, the national procurement framework for UK public sector bodies (including central government departments and agencies, fire and rescue services and other government bodies that have a need to acquire national resilience goods and services), has selected Excelebrate as an approved supplier in three categories of the Major Incident Equipment Framework. These are:

- 1. LOT 4** Fully inclusive Supply, Servicing, Repair and Refurbishment of Specialist Equipment in Support of Mass Decontamination to include Detection, Identification and Monitoring (DIM);
- 2. LOT 6** Fully inclusive Supply, Servicing and Repair and Refurbishment of Specialist Equipment in Support of Command and Control (C&C).
- 3. LOT 7** Training

The specifications for Lots 4 and 6 will allow users to upgrade to and integrate comprehensive mobile satellite broadband solutions.

Selection by Firebuy means that prospective buyers can procure systems and services with reassurance, simplified procedures and reduced delay, based on common, verified and approved standards. The Framework commenced on 1st March 2010 after a call for submissions in the *Official Journal of the European Union* (OJEU). The contract reference is: NPF/ND/014/04

The principle objectives of the Firebuy Framework, in addition to delivering against the statutory duties of the Fire & Rescue Services as defined in the Fire and Rescue Services Act 2004 and all other legislative requirements, include delivering greater standardisation, interoperability, quality, safety and fit-for-purpose equipment through a process of compliance and certification; delivering measurable best value through total whole-life costing models; delivering projects to appropriate quality, time and budget; adopting best practice techniques and encouraging innovation to achieve continuous improvement; and avoiding duplication of effort.

