

Best practice Form

Local Government:

Region

Country:

Please tick the issue:

Information and Communication Technologies (ICT)

- | | |
|--|--|
| <input type="checkbox"/> Access and Inclusion | <input type="checkbox"/> Education and Training (e-Learning) |
| <input type="checkbox"/> Culture and Identity | <input type="checkbox"/> e-Business |
| <input type="checkbox"/> e-Government/ e-Administration | <input type="checkbox"/> Infrastructures |
| <input type="checkbox"/> Democracy and citizen participation | <input checked="" type="checkbox"/> Security |
| <input type="checkbox"/> Health | |

Innovation

- | | |
|---|---|
| <input type="checkbox"/> R+D+i | <input type="checkbox"/> Retain/Attract Talent |
| <input type="checkbox"/> Entrepreneurship | <input type="checkbox"/> Creativity |
| <input type="checkbox"/> Internationalisation | <input type="checkbox"/> Technology Infrastructures |

Knowledge

- | | |
|--|---|
| <input type="checkbox"/> Infrastructures | <input type="checkbox"/> Education |
| <input type="checkbox"/> Human Capital | <input type="checkbox"/> Long life learning |

Project title/ best practice:

Safe Stavropol: Integrated System of Operational Dispatch Control (IODCS) on the basis of the Stavropol Single Duty and Dispatch Service (SDDS) and a video surveillance system (CCTV) at municipal educational institutions and public places

Area/ Responsible department or leader:

Stavropol city citizens' life safety

Name of the responsible person of managing project:

Skripka Boris Vsevolodovich
Chief of the Stavropol City Administration Department for Civil Defense Affairs and Emergencies

Contact details of the responsible person of managing project (E-mail and telephone):

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E-mail: gochs@stavadm.ru

Objectives:

- Twenty-four hour collection, processing and provision of information on emergency situations, forecasts and trends of their development and consequences, forces and resources involved in prevention and recovery of emergencies;
- Operational management of the forces and means in carrying out activities for emergency response and recovery of emergencies;
- Communication between the city government units of the Stavropol Regional territorial subsystem of the unified state system for prevention and recovery of emergencies (hereinafter RSES), forces and funds involved in emergency response;
- Introduction of the technical security control facilities on the basis of video surveillance systems at municipal educational institutions and public places.

Addressee collectivity:

Ensuring a rapid response to emergency situation, minimization of material losses and casualties as well as providing terrorism protection of the city.

Description:

The project includes the Integrated System of Operational Dispatch Control, a Single Duty and Dispatch Service, a Situational Centre and a video surveillance system.

Resources and budget:

34.5 million rubles for 2011

Financial sources:

Stavropol city budget

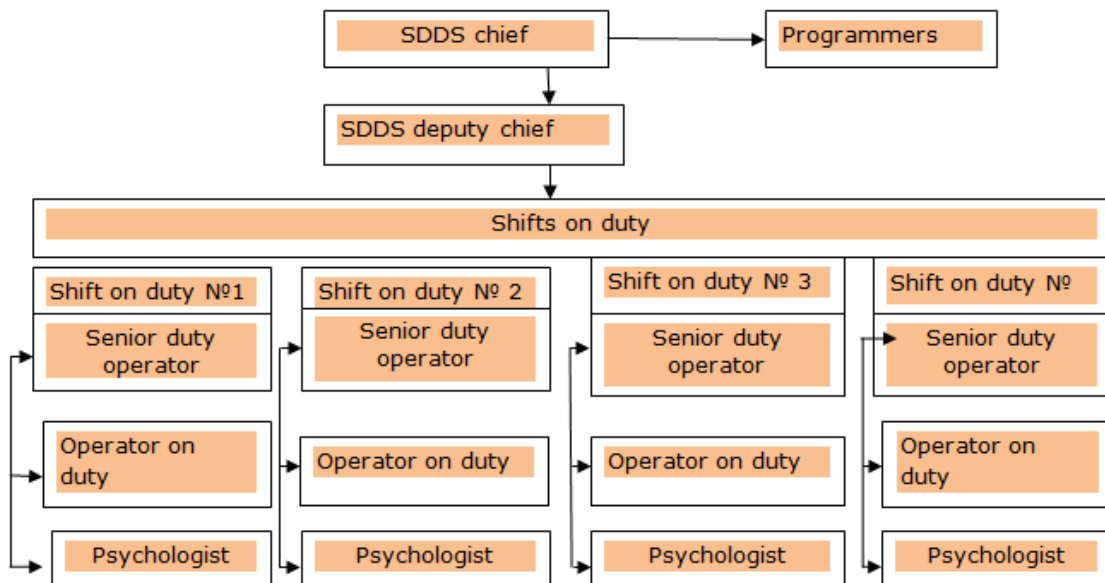
Performance and evaluation indicators:

A Single Duty and Dispatch Service of the city of Stavropol (SDDS) – is a body of the city government unit of the Stavropol Regional territorial subsystem of the unified state system for prevention and recovery of emergencies. It was established in accordance with the Decree of the Russian Federation Government № 794 dated 30.12.2003.

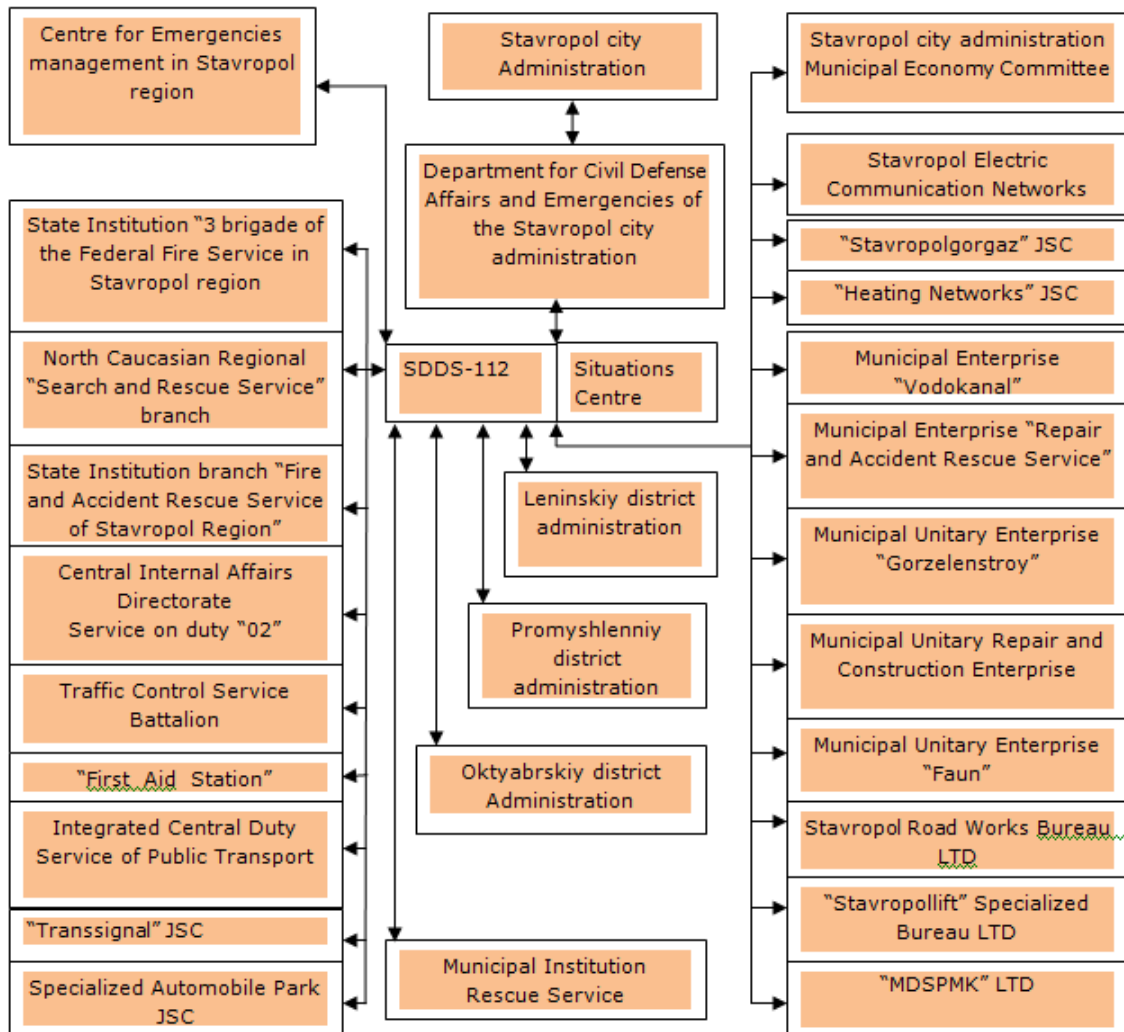
The purpose of creating SDDS is to increase readiness of the Stavropol city administration and its services to respond to the threat or emergencies and other accidents; effectiveness of interaction of the forces involved in emergency prevention and response as well as effects of other accidents.



A Single Duty and Dispatch Service includes operational shifts on duty carrying out their activity twenty four hours. Each shift has a senior duty operator, three operators on duty and a psychologist. If there is a need a shift on duty is enhanced by two operators on duty and a programmer. In case of emergencies nine automated workstations are installed for a short period of time.

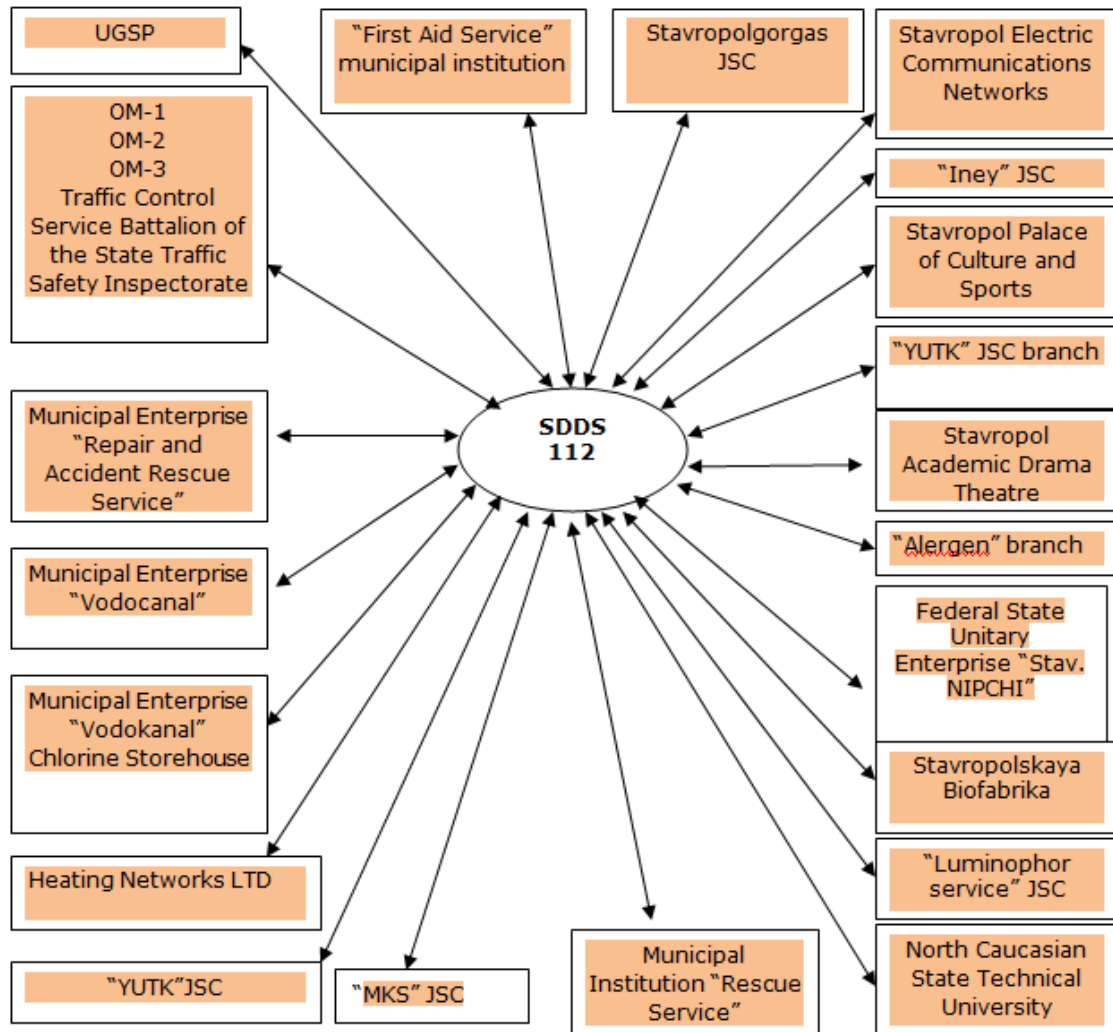


SDDS also includes duty and dispatch services of the organizations which are the SDDS members and located in the city of Stavropol. It has concluded agreements on interaction with them.



A single all-European number 112 is used by SDDS for reception and transmission of any messages including emergency ones. 8 telephone lines "112" are functioning. Besides one can ring up SDDS using 911 or 000 numbers as well as a telephone "hot line".

A new server equipment and automatic branch exchange were installed in the SDDS office. Direct channels of communication were set up with potentially dangerous objects of the city's economy as well as with the objects included in Integrated System of Operational Dispatch Control (IODCS). There are 25 direct channels of communication. A talk with the subscriber is recorded.



SDDS and duty and dispatch services of the organizations which are included in the Integrated System of Operational Dispatch Control (IODCS) operate in three modes:

1. mode of daily activities
2. mode of high alert
3. state of emergency

In the mode of daily activities SDDS provides round-the-clock duty being in readiness for a rapid response to a threat or an emergency. In this mode SDDS provides the following:

- reception of any messages about a threat or an emergency. They are received from people, organizations and duty and dispatch services;

- reporting (reports) to the higher authorities (Centre for emergencies management of the Russian Federation Ministry of Emergency Situations in Stavropol Region) about a threat or an emergency, the situation and actions for emergency response;
- generalization and analyzing the information on emergency accidents for a day and making reports according to subordination;
- maintenance of software, equipment and communication facilities;
- making the necessary additions and changes to the database as well as in the operational documents regarding the response to emergencies.

If there is a threat of emergency the head of the city of Stavropol or the chairman of the Emergency Situations Commission has the right to declare the mode of high alert and state of emergency.

In the mode of high alert SDDS additionally provides:

- a prior preparation of the duty and dispatch personnel for possible actions in case of emergencies;
- notification and personal calls to officials of the Commission for Emergency Situations, SDDS, duty and dispatch services, and Standby Forces which are subordinated to SDDS;
- reception and analysis of surveillance data as well as control of the whole situation in the city, a state of the city's potentially dangerous facilities and the environment;
- prediction of a possible situation, making proposals for the activities of the involved forces and their reports according to their subordination;
- coordination of duty and dispatch services' activities aimed at emergencies prevention and mitigation of their consequences.

In a state of emergency SDDS performs the following tasks:

The following algorithms of actions have been worked out for each shift on duty while receiving messages on the emergency situation or a threat to emergency.

Model algorithm:

- taking information from all sources;
- registration of information received;
- reporting to the senior duty operator;
- referral of forces and resources to the scene;
- alerting the top executives and all duty and dispatch services involved;
- reporting to the higher authorities (Centre for emergencies management of the Russian Federation Ministry of Emergency Situations in Stavropol Region)
- collection, processing and analysis of the information.
Each part of a model algorithm is extended in accordance with the received signal or message.

All applications received from the Stavropol residents are saved by automated workstations' program.

Duty operator's automated workstation. Journal of applications received				
<i>Application number</i>	<i>Time when application was got</i>	<i>Application</i>	<i>Address</i>	<i>Organizations</i>
816721002	18.10.02 12.33.46	Environment pollution	Lenin St.,415	Rescue Service
816521002	25.09.02 11.55.13	Rendering first-aid service	Avtomobilny	Rescue Service
816161002	24.09.02 08:24:13	Traffic accident	no	Rescue Service
816291002	24.09.02 13:39:39	Water leakage	50 let VLKSM 8, fl.1	Rescue Service
Fulfillment of application				
<i>Organization</i>	<i>Base</i>	<i>Beginning</i>	<i>Analysis of events</i>	
Rescue Service	Central duty and dispatch service	18.10.02 12:35:25		

Different stages of works are displayed on the screen in different colors for the convenience of visual perception.

<i>Application number</i>	<i>Time of application's fulfilment</i>		<i>Status of application's</i>
816721002	18.10.02	12:33:05	Applications received
816721003	18.10.02	13:00:00	Applications under work
816721004	18.10.02	13:30:30	Applications fulfilled
816721005	18.10.02	13:45:10	Applications under control
In the middle of the journal there are applications according to priority			
95	Applications of high priority 90-100 (emergencies)		
75	Applications of medium priority 50-89 (high complexity)		
40	Applications of low priority 1-49 (everyday necessities)		

An electronic map of the city is used to facilitate a search for the object, an accident scene and access roads to it.

The system "Sinerget" is used for rapid response to receiving signals from fire detectors installed at the city's facilities.

In total there are 121 objects on the SDDS' control panel. They are schools and preschools, hospitals and clinics.

"Gradient-128 OP" Alert system is used for alerting members of the Commission for Emergency Situations, the Stavropol city administration's operational headquarters, Department for Civil Defense Affairs and Emergencies and municipal institution "Rescue Service" staff.

The SDDS duty operators and psychologists take more than 1000 citizens' calls during a day. In emergency cases a number of calls increases by several times. SDDS received 444 071 calls in 2010. A growth dynamics of calls is the result of increased confidence of residents to SDDS' work as well as popularization and availability of the city's single phone call to emergency services - "112".

Nº	Period under report	Number of applications received	Number of applications worked out	Calls for psychologists
1	1999	22487	12300	209
2	2000	23685	15041	1127
3	2001	30979	21899	1591
4	2002	68708	18107	1566
5	2003	97923	13191	898
6	2004	163507	11543	834
7	2005	215045	16321	634
8	2006	223924	17385	545
9	2007	253609	26394	489
10	2008	313288	12822	539
11	2009	329411	11696	548
12	2010	444071	13838	560

The city's municipal institutions and public places are equipped with surveillance systems within a framework of the municipal program "Safe Stavropol" for 2010-2012. Specifications for the installed equipment have been worked out with the sectors concerned.

25.5 million rubles were allocated for these purposes in 2010. It gave a chance to install more than 400 surveillance cameras in the regional center and buy necessary equipment for processing and storing information received from the cameras.

Nowadays all schools, institutions of culture and sports are equipped with surveillance cameras. A work on equipping public places with cameras is being finished now.

The signal is transmitted to the city Situation Centre, where the information received will be recorded and stored during a month. In addition, a video signal is transmitted to the law enforcement bodies.



In 2011 the city budget provided 26 million rubles for equipment with surveillance cameras within a framework of the municipal program "Safe Stavropol" implementation.

There are plans to install 600 video cameras at preschool educational and health care institutions, commercial enterprises, life safety facilities, transport and chemically dangerous facilities. All the entrances and exits of the city of Stavropol will be equipped with cameras of the system "Potok."

CCTV which is being installed in the city will ensure public safety, make it possible to analyze quickly, simulate and predict the scenario of any situation, and make more effective the work of law enforcement agencies in investigating and detecting crimes.

Starting date : **End date:**

Additional information (web, contact person, etc.)

<http://www.stavedds112.ru>