



QUEENSLAND POLICE SERVICE
STATEMENT OF WITNESS



QP 0125
01/06
A14

Occurrence #: _____

Statement no.: _____ Date: **15/11/2011**

Statement of

Name of witness: **PITMAN, Grant Alan**

Date of birth: _____ Age: _____ Occupation: **Chief Superintendent of Police**

Police officer taking statement

Name: **PITMAN, Grant Alan**

Rank: **Chief Superintendent** Reg. no.: [REDACTED]

Region/Command/Division: **Information and Communications Technology** Station: _____

Statement:

Grant Alan Pitman states:

This statement is provided to the Queensland Floods Commission of Inquiry (QFCOI) as an addition to my previous statement signed on 18/4/2011 and tendered at the Commission's hearings in Brisbane on 12 May 2011.

The statement has been prepared in response to a Letter of Requirement from QFCOI's Commissioner, Justice Holmes, dated 1 November 2011 which requires an account of issues relating to the **Computer Aided Dispatch** system and **Voice radio networks**.

In addressing these matters, the Letter of Requirement states I am to: *provide all information in [my] possession and identify the source or sources of that information; and make commentary and provide opinions [I am] qualified to give as to the appropriateness of particular actions or decisions and the basis of that commentary or opinion.*

In response to Point 1 in the Letter of Requirement, *The current status of the Queensland Police Service's (QPS) Computer Aided Dispatch (CAD) Project*, I provide the following information:

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(Witness's signature)

(Justice of the Peace (Qual.)/
Commissioner for Declarations's signature)

(Signature of police officer
preparing statement)

CONTINUED STATEMENT OF: **PITMAN, Grant Alan**

The new QPS CAD solution (QCAD) is scheduled to 'go live' in the North Coast Region Police Communications Centre (NCR PCC) on 7 December 2011. Training for QCAD will commence in the NCR PCC on 14 November 2011.

The QCAD system will then be rolled out to a further four PCCs, the new South Eastern Region PCC (SER PCC) at Beenleigh (the amalgamated Beenleigh and Broadbeach PCCs), Brisbane PCC, Cairns PCC and Townsville PCC. It is expected that this rollout will be completed by the end of 2012.

The CAD Project Board have endorsed the rollout of the new QCAD to a further two PCCs, namely Rockhampton and Toowoomba. A submission has been made to Major Projects Committee for formal approval of this proposal, and this is currently being considered.

In response to Point 2 in the Letter of Requirement, *The replacement of:*

- a. the ESCORT CAD system; and*
- b. the IMS CAD system*

including, in each case, details of the nature of the replacement system selected and the current and planned extent (with timeframes) of the implementation of this system in Police Communications Centres, I provide the following information:

The new Computer Aided Dispatch (CAD) solution (QCAD) will replace ESCORT CAD.

QCAD is an integrated Command and Control CAD system designed to share contact information and intelligence to manage incidents and resources in the QPS PCC environment. Through enabling the potential for interconnectivity between PCCs, QCAD will provide an improved emergency response capability that will enhance operational support through the implementation of a highly reliable map-based CAD solution.

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(Signature of police officer
preparing statement)

CONTINUED STATEMENT OF: **PITMAN, Grant Alan**

QCAD will be implemented in five PCCs: North Coast Region (Maroochydore) Brisbane, South Eastern Region (Beenleigh), Cairns and Townsville. Rollout to an additional two sites, Rockhampton and Toowoomba PCCs, is currently being considered.

The NCR PCC presently utilises the IMS CAD and is currently the only IMS site in the CAD Project's scope. Implementation of QCAD at site one, NCR PCC, is scheduled to 'go live' on 7 December 2011.

The Project's scheduled timeframes for 'go live' in the remaining PCCs is as follows:

| | |
|----------------|-----------------------------|
| SER PCC | 21 March 2012 (confirmed) |
| Brisbane PCC | 30 May 2012 (confirmed) |
| Cairns PCC | 7 July 2012 (tentative) |
| Townsville PCC | 29 August 2012 (tentative). |

In response to Point 3 in the Letter of Requirement, *Whether and to what extent Police Communications Centres now have interoperable information-sharing, call-taking and dispatch functions with each other*, I provide the following information:

Operators in PCCs using the ESCORT CAD system are able to view as well as enter jobs, messages and broadcasts relating to any other PCC which also operates on the ESCORT CAD system. In terms of the ESCORT CAD sites, there is limited interoperability between those five locations.

Electronic mail allows operators in all PCCs to exchange information.

Some PCCs are able to communicate with their neighbouring PCC via the UHF analogue voice radio system. High Frequency Single SideBand (HFSSB) transceivers (generally referred to as HF radio) also allow PCCs geographically separated by longer distances to communicate with each other.

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(Justice of the Peace (Qual) / & ATTORNEY GENERAL
Commissioner for Declarations's signature)

(Signature of police officer preparing statement)

There is currently no other interoperability capability between PCCs for information-sharing, call-taking and dispatch functions.

IMS CAD systems will continue to be stand-alone in each location with no interoperability between the systems. Triple Zero calls at these locations will also continue to cascade from one location to the next, in accordance with the Overflow Arrangements.

The new QCAD will provide a platform for information sharing between the five QCAD enabled PCCs. Telephone calls will be able to be taken in any QCAD enabled PCC and jobs onto the system will be automatically transferred to the correct QCAD dispatcher in the other centre.

Triple Zero calls will continue to be presented, and re-presented to PCCs according to the existing Overflow Arrangements. They will also continue to cascade from one PCC to the next, and rotate through the presentation cycle, until they are answered.

Calls taken in QCAD PCCs that need to be forwarded to non-QCAD enabled PCCs will still need to be phoned through to the appropriate centre. QCAD can allow dispatch from any PCC operating QCAD. However, due to the limitations of the voice radio network and coverage between PCCs this function is still not possible.

In response to Point 4 in the Letter of Requirement, *Whether and to what extent Police Communications Centres now have interoperable information-sharing, call-taking and dispatch functions with the Department of Community Safety's ESCAD system*, I provide the following information:

There is currently no direct CAD to CAD interface between the QPS's ESCORT CAD and DCS ESCAD systems.

The new QCAD has this capability and the QPS is working with DCS to enable inter-CAD job sharing utilising the Inter-CAD Electronic Message System (ICEMS). The ICEMS functionality is expected to be implemented in Phase 2 of the QPS CAD Project. The target date for implementation of this functionality is currently 30 June 2012.

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preparing statement)

CONTINUED STATEMENT OF: **PITMAN, Grant Alan**

In response to Point 5 in the Letter of Requirement, *Whether and to what extent QPS CAD dispatching is now automated*, I provide the following information:

The QCAD system offers fully automated resource recommendation and job selection functionalities. The dispatcher is presented on-screen with a histogram of the most appropriate resources for a job, and either selects the system's recommendation, or overrides the recommendation if the dispatcher believes a better choice is available. The computer-based recommendation can be overridden when a suggested crew is not considered suitable for the task due to external factors or other reasons. For example: a job that relates to the death of a child where the QCAD recommended crew is known to have attended similar jobs recently.

The new QCAD system has the capability to be integrated with a digital dispatching capability. However, this capability is not in-scope for the current CAD project.

The Mobile Services Project will deliver the capability for automated dispatching of CAD jobs to front-line officers. Timeframes for this to occur will be included in the Mobile Service Business Case.

In response to Point 6 in the Letter of Requirement, *The QPS "black spot program" generally*, I provide the following information on advice from Acting Inspector Stuart McMurtrie, State Manager for Radio and Electronics (RES), Brisbane:

Radio communications 'black spots' are referred to as locations where an officer cannot make radio contact with another person using the same UHF radio network. In a state as geographically diverse as Queensland, it is not possible to provide complete UHF radio coverage for front-line officers.

To achieve state-wide radio coverage, other equipment types and strategies are presently utilised including High Frequency Single SideBand (HFSSB) transceivers, satellite phones and mobile satellite terminals. This equipment is generally installed in vehicles and provides communications for officers working outside areas of UHF radio network coverage.

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Mobile (vehicle-mounted) and portable (hand-held) UHF radios, as currently used by QPS officers, have differing operational capabilities. Portable radios have limitations through signal strength and have a limited transmission range compared with mobile radios. This is a result of the portable radio having a considerably lower output power and a poorer antenna than a mobile radio. Portable radio operations therefore have a lower capability than mobile radios.

Additionally, officers typically wear portable radios on their belts. Consequently, the close proximity of the antenna to the user's body further diminishes the communications capability of that radio.

'Black spots' are sometimes misreported as such by officers who have either selected an inappropriate channel relative to their area of operations, or who are operating in an area with no coverage of the repeater base station. Officers may also erroneously expect / or assume that a portable (hand-held) radio will operate as effectively as a mobile (vehicle) radio in the same locations. For example, a fringe area near the extremity of the base station's transmission range.

In response to Point 7 in the Letter of Requirement, *Any voice radio communications black spots during the 2010/2011 floods and any steps taken to improve voice radio communications capability in these locations since the 2010/2011 floods*, I provide the following information on advice from Mr Paul Young, Acting Officer-in-Charge of the Toowoomba RES, and Acting Inspector Stuart McMurtrie, State Manager for RES, Brisbane:

Three areas were reported as 'black spots' following the 2010-2011 floods: (1) an area at Helidon, (2) Murphys Creek, and (3) the Lowood Police Division.

Specific issues surrounding each of these locations are as follows:

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CONTINUED STATEMENT OF: **PITMAN, Grant Alan**

(1) Helidon – complaints generally centred around the lack of portable radio coverage. Mobile (vehicle) coverage appears to have been adequate. Equipment has been purchased to install an analogue UHF repeater base and UHF control link. This will connect QPS communications from the radio site owned by Orica Australia Pty Ltd and located at 490 Airforce Road, Helidon with the QPS base station at Mt Kynoch, Toowoomba. Due to the proximity of the Helidon base station site to Orica’s mining explosives magazine, Orica require that QPS utilise the same contractors who installed the Orica radio base equipment to also install the QPS equipment. To date, this work has not been undertaken, but is expected to be completed mid-December 2011.

(2) Murphys Creek - complaints centre around poor portable radio coverage, whereas mobile (vehicle) radio coverage was generally adequate. Coverage of this area is presently from radio base equipment located at Mt Kynoch, Toowoomba. No direct permanent action has been taken to date in relation to improving communications in the Murphys Creek area. It is anticipated that the installation of the new UHF base station at Helidon will also improve the communications in this area. A review of communications in the Murphys Creek area will be conducted following improvements to the Helidon site, as previously explained.

(3) Lowood Police Division – A complaint was made to the Commission during hearings regarding radio coverage in the Lowood Police Division. Toowoomba RES have liaised with the officers from the Lowood Division in an attempt to identify the actual “black spots” in that division. Several areas have been identified that have ‘marginal’ coverage; mobile radio coverage is generally adequate, whereas portable coverage is poor. The Division is serviced by five (5) radio repeaters, however not all of those connect to the Ipswich District Police Communications Centre. Therefore, it is possible that incorrect channel selection may have contributed to some of these communications difficulties at the height of the event.

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To satisfy the portable radio communications requirements for police personnel working on foot in the Murphys Creek area following the floods, Toowoomba RES installed two radios in the Police Forward Command Post at Murphys Creek on Tuesday 11 January 2011. One radio provided a connection back to the Toowoomba Police Communications Centre, the other was a direct simplex channel which provided communications for command and control of QPS members operating in the immediate Murphys Creek area. These radios have since been removed as there is no longer an operational requirement to maintain them.

I am also able to provide the following information in relation to mobile voice radio networks:

The QPS and Department of Community Safety are currently working with the Department of Public Works (DPW) to establish state-wide whole-of-Government Wireless Network (GWN). The outcomes of the GWN Program include a UHF digital trunked mobile voice radio network and an in-car solution. This will allow officers using portable radios to operate seamlessly, through the vehicle-mounted equipment, to access a Police Communications Centre from anywhere in the State. This network will also have the potential to provide narrowband data communications capability for automatic vehicle location (AVL), CAD dispatching and officer duress functionality.

The GWN initiative is an extension of the Public Safety Wireless Network (PSWN) initially proposed by the joint QPS and DCS Public Safety Communications Steering Committee (PSCSC). The PSCSC engaged consultants Gibson Quai-AAS (now UXC Consulting) to prepare a Business Case for the PSWN. The completed *Public Safety Front-line Communications Business Case Project Report (2011) (with Appendices)* has been provided to DPW in support of the GWN.

A PSWN / GWN would deliver significant enhancements and benefits for police, community safety agencies and the community as articulated in the QPS Front-line Policing Communications Strategy 2015, including:

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CONTINUED STATEMENT OF: **PITMAN, Grant Alan**

- Officer and Community Safety – safe operational policing and community environments.
- Command & Control – connectivity between operations and operational control to support decision making and control policing activities.
- Communications Resilience – inherent robustness of communications systems to ensure a guaranteed level of mission critical services can be delivered - regardless of the situation.
- Communications Operational Effectiveness and Efficiency – delivery relevant to QPS and DCS strategic priorities and service delivery objectives and risks.
- Visible Policing – multiple options for community contact to ensure the widest possible access to policing information and assistance.
- Interoperability – ‘on call’ interconnection of communications between diverse agencies to enable the exchange of information to inform decision making; through application of integration and / or convergence technologies.

In addition, a digital trunked radio network would resolve many of the ‘black spot’ issues as the network automatically and dynamically assigns radio channels from appropriate radio sites to user talk-groups. This means that users operate on a particular ‘talk-group’ which, once selected on their portable (hand-held) or mobile (vehicle) radios, will enable them to roam seamlessly around the state, within the network coverage areas and without the need to continually change channels as they are currently required to do.

The proposed ‘in-car repeater solution’ will also allow an officer using a portable hand-held radio in the vicinity of a vehicle, to access the UHF network. This is achieved by using the vehicle’s radio system which acts as a translator. This system has a higher powered vehicle-mounted radio (and antenna) to access the UHF trunked radio network. Additionally, where coverage of that UHF network does not exist, the ‘in-vehicle repeater’ will be able to use available 3G or 4G carrier-based data networks (e.g. Telstra), or a satellite connection to access the network. This will provide full state-wide coverage.

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The operational capabilities of QPS and community safety agencies will be further enhanced through the implementation of broadband data applications. A Steering Committee has been established by the Commonwealth Government to investigate issues associated with the allocation of radio frequency spectrum to public safety agencies for public protection, and disaster operations and recovery. The Public Safety Mobile Broadband Steering Committee will report their findings to Government through the Council of Australian Governments (COAG) in February 2012.

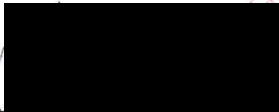
Other topics relevant to the Terms of Reference.

The QPS has initiated a Critical Incident Management (CIMS) Project to identify and implement an incident command system for state-wide use during disasters, planned and unplanned major events including counter-terrorism incidents. This system will have the capability to interface with the new QCAD and the incident management systems of other agencies, for example, the system utilised at the State Crisis and Communications Centre (SC3) and interstate police agencies.

The CIMS Project is sponsored by Deputy Commissioner (Regional Operations) Ian Stewart. It is anticipated that the CIMS System will be implemented by the end of 2012.

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Grant A Pitman

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Justices Act Acknowledgement

Justices Act 1886

I acknowledge by virtue of section 110A(6C)(c) of the Justices Act 1886 that:

- (1) This written statement by me dated 15/11/2011 and contained in the pages numbered 1 to 11 is true to the best of my knowledge and belief; and
- (2) I make this statement knowing that, if it were admitted as evidence, I may be liable to prosecution for stating in it anything that I know is false.

[Redacted Signature]

Signature

Signed at Brisbane this fifteenth day of November 2011.

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Commissioner for Declarations's signature)



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