PUBLIC SAFETY
FOR CITY COUNCILS
CASE STUDY

JACQUES

CASE STUDY: PUBLIC SAFETY FOR CITY COUNCILS

Smart Safe Cities improve livability. Jacques Smart Safe City solution provides intelligent communication to ensure the public remain safe and informed. Information and emergency calling via our Help Point Units together with multi-zoned public address for the broadcast of live or pre-recorded announcements, warning alarms, tones or background music. Integration to CCTV and other security systems, ensures a smart approach to community safety. Our system can be customised to meet the specific needs of any public space.

PUBLIC SAFETY IN BRISANE & IPSWICH

Brisbane and Ipswich City Councils both operate programs aimed at ensuring public safety in the city's public spaces and limiting crime. Each council operates a central monitoring facility 7 days a week, 24 hours a day observing and interacting with hundreds of CCTV cameras across the cities. Working seamlessly alongside these CCTV systems is the Jacques IP Communication System featuring public address, intercom and help point units allowing for security officers at central control to verbally communicate with an individual or the masses while viewing live camera footage.

Brisbane City Council City Safe

The Queen Street and Fortitude Valley Malls are some Brisbane's busiest public venues, attracting diverse crowds day and night, 7 days a week. With over 26 million people visiting the malls every year, steps have been taken to further enhance the safety of individuals and the security of property in these two locations.

Jacques Public Address system was installed in Queen Street Mall and Fortitude Valley in October, 2013. This system aims to provide immediate information dissemination to the public in order to ensure a quick response time to any situation from security personnel at central control. Key features of this system include the ability to make live public address announcements and to broadcast pre-recorded and time scheduled announcements to one, selected or all public address zones across the sites. The public address system which operates across these separate locations operate on the same network and are managed centrally. This enables security personnel to engage with persons in all or select locations.

Integration of the public address system with the sites CCTV system allows verbal warnings to be broadcast to potential troublemakers that the police have or will be called. The system ensures persons are aware 'someone is watching' and may deter troublemakers from further action. A series of pre-recorded messages initiated by an operator using the City Safe Graphical User Interface, in conjunction with associated camera footage can broadcast public service and warning announcements easily. The initial message; 'Warning! You are under surveillance by Brisbane City Council City Safe Cameras', can be followed by a further two messages advising that the police have been advised of the situation and the police will be will be attending.

The public address system also broadcasts messages relating to behaviour and law. The smoking message; 'Please be aware that smoking in the Queen Street Mall is prohibited under the Smoke Free Places local law. Please cease smoking in the mall immediately,' again advises the public their behaviour is being monitored, and is unsatisfactory.

Ipswich City Council Safe City

Ipswich City Council operates one of the largest public safety facilities in Australia. The Safe City program aims to create a safe environment within the city for people to live, work, socialise and play while addressing unacceptable levels of crime and violence.

Over the past 15 years, Ipswich City Council has installed Jacques IP Help Point Units in a number of parks and public areas spread across a 30km area. Help point units offer simplified, one-button calling to the Safe City Monitoring Facility should a person require assistance. The monitoring facility, situated within the CBD, is operated by 24 security officers, 7 days a week, 24 hours a day. The facility monitors over 580 CCTV cameras across 156 screens, additionally the 20 help point units provide help, support and assistance to the public in the event of an emergency or should someone feel unsafe. If the call button is pressed on a help point unit, the nearby CCTV camera is activated, and the security officer can view the camera stream while communicating verbally with the caller.

The Safe City facility has been recognised as the benchmark for a fully integrated crime prevention program that is not solely reliant on cameras and utilises a co-ordinated approach of all agencies in Ipswich.
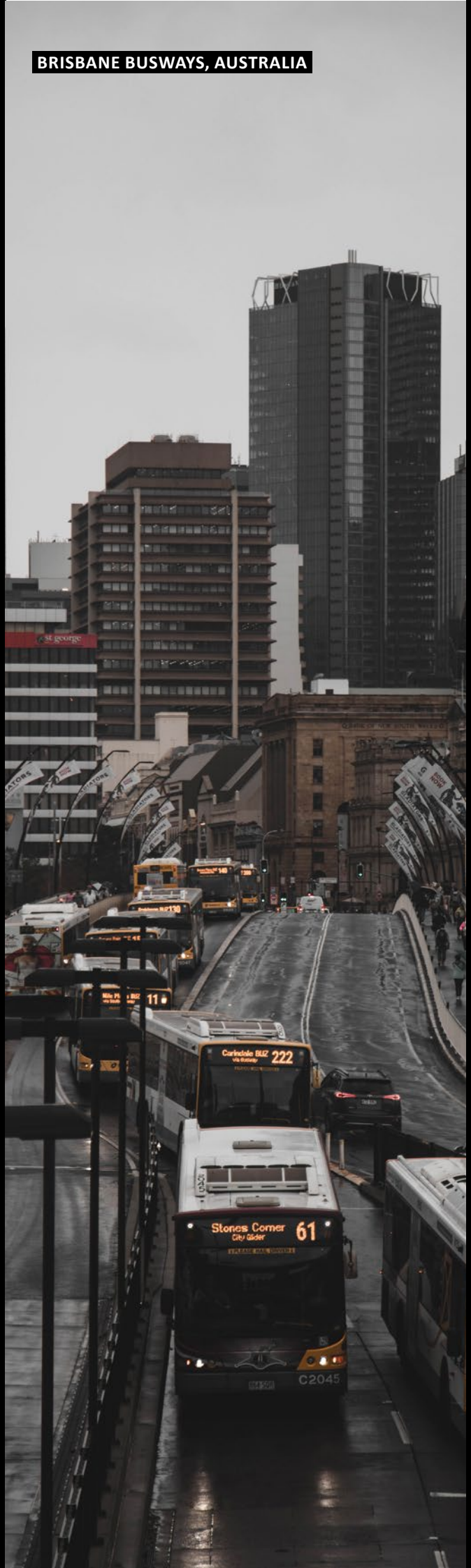
BRISBANE CITY, AUSTRALIA

BRISBANE GOODWILL BRIDGE, AUSTRALIA

SOUTHBANK PARKLANDS, AUSTRALIA

BRISBANE BUSWAYS, AUSTRALIA

BRISBANE BUSWAYS

During peak hour at Brisbane Busways busiest interchange, approximately one bus passes through every 12 seconds, totalling 294 busses every hour. The Brisbane Busway network is a monitored, high capacity, and well-connected system of bus-only corridors – providing a modernised, efficient and cost-effective transport system. This allows residents of inner and outer city suburbs to gain access to public transport and reduce peak hour congestion into and out of the central business district.

Jacques began working with Brisbane Busways (TransLink) in 2006, installing a state-of-the-art Help Point and Public Address (PA) System for the Southeast Busway. As Brisbane city developed, the bus network grew and therefore Jacques IP communication system expanded. Seven years later, Brisbane Busways now encompasses the Southeast, Southern and Northern busway networks all operating the Jacques IP Communication System.

For public safety the busways feature:

- Jacques Help Point Units located on the platforms and in transit car parks. Help points are connected to several operation centres and can be diverted when any of these centres are closed. For peak hour traffic management, more centres are in operation, while in quieter times fewer centres are operational.

- Jacques Public Address System allowing for announcements or emergency messages to be broadcast across the system. Public address messages can be live or pre-recorded and time scheduled with the flexibility to broadcast to one, selected or all public address zones across the network.

- Jacques lift intercom devices within bus station lifts allow for calling to the operation centre in case of an in-lift emergency.

- 24 hour monitored CCTV security cameras located throughout the busway network allow for security personnel at the operations centre to switch to an intercom associated camera ensuring complete audio and video monitoring.

The Northern Busway includes a 15km tunnel that initially presented public address audio clarity concerns. As a result, Jacques specifically designed and developed a public address system that ensures consistently clear audio through the use of advanced DSP echo reduction technology.

The busways intercom, public address and help point unit system is managed at central control by a customised Graphical User Interface (GUI). The GUI features multiple station maps and sub maps, customised branding and pre-recorded message buttons allowing operators to make, answer and terminate intercom and PA calls.

The perfect place to cool off on a hot Ipswich day, Orion Lagoon at Springfield offers a huge water playground, free to the public. The Orion Lagoon encompassing a 3.6km area features a 600mm deep sculpture pool, a 50m lap swimming area and beach entry with toddler play area. Maintaining park-goers safety is a priority for the operators, Ipswich City Council. The water park features Jacques IP help point units offering assistance calling at the press of a button. Calls initiated within the facility are directed to the lifeguard hut onsite for answering, if the lifeguards are onsite and unavailable to answer, the call is automatically forwarded to the Ipswich City Council Safe City Monitoring Facility for answering. As with all other areas across the Safe City, CCTV monitoring associated with help point unit calls are made available to security officers. The park features a Jacques IP public address system to broadcast background music and public safety and warning announcements to park-goers. Additionally, lifeguard towers are fitted with Jacques intercom terminals featuring a detachable microphone allowing for public address calls to be made at the lifeguard on-duty station.

Product proposal

1

Jacques System Controller

The JSC-5L system controller manages the key functionality of the system such as communication, reporting and diagnostics between intercom system endpoints. Additionally, sophisticated software modules achieve advanced system functionality including third party system integration, and monitoring.

A fully redundant setup for each tower is offered for this project as per the site requirement. The JSC-5L controller is connected to the LAN (TCP/IP) network. HLI software allows for the integration to leading CCTV systems for a complete security solution. System controllers provide advanced diagnostic and health checking capabilities ensuring the system runs optimally.

2

Jacques Master Station

Jacques PC Master Station (PCC-650WTS) provides complete intercom call handling functions, public address functionality and detailed diagnostics and reporting available on a visual, customised graphical user interface with touchscreen capabilities. The PC Master Station allows for easy monitoring of the entire system from the one interface. The user can easily identify alarm notifications including device state and tamper as well as monitor intercom system usage. As per the redundant setup, two work stations are allowed for each tower, with quantity adjusted as required.

FEATURES

- Complete intercom call handling functions
- Call queue display
- Call notification display
- Call originate
- Call monitoring
- Central control location for duress calls
- Additional public address functionality
- Visual display of PA zones (unlimited number of zones depending on controller)
- View CCTV footage from 3rd party camera
- Diagnostics and reporting
- Alarm notifications including device state & tamper
- Touchscreen compatible interface
- Map, grid and database views
- Upload multiple site maps to suit application/site
- Customisable layout/functions to suit application requirements

3

Jacques Intercom

Jacques highly customisable, vandal resistant, IP audio intercom terminals have been designed and engineered to withstand harsh environments and extended use while providing quality audio.

FEATURES

- IP audio intercom terminal
- Standard PoE powered (IEEE 802.3af)
- Single call button (red)
- Two configurable relays that can control lights, gate/door access etc.
- Tamper detection and attempted device removal notification
- Automated testing of speaker and microphone
- Microphone aperture deters insect nesting and water beads
- Water and vandal resistant
- 316 stainless steel

Customisation

- Call button colour
- Call instruction etching
- From panel colour and design

4

Jacques Emergency Help Point Unit

Jacques range of Help Point Units (HPUs) are user-friendly, reliable, robust IP call points, specifically designed for environments where public safety is important. Help Point Units can easily be integrated into existing, shared or dedicated networks and connect directly into any Ethernet port. Units can automatically dial any master station on the network or be directed to a SIP enabled device/telephone system.

FEATURES

- Standard PoE powered (IEEE 802.3af)
- Highly visible, solid, vandal resistant unit, designed with public safety in mind
- Simple 1 or 2 button operation, emergency or emergency & information
- Environmentally sealed
- One-touch operation with hands-free communication, once call is established
- Tamper detection and attempted device removal notification
- Automated testing of speaker and microphone
- Vandal and water resistant piezo electric call button(s)
- Anti-graffiti coating to protect against vandalism
- Two configurable relays

5

High Level Integration

Jacques boasts a number of High-Level Interfaces (HLI) to industry leading, third-party systems, enabling the functions of our system to integrate with numerous building and security management, telephony, CCTV and access control systems.
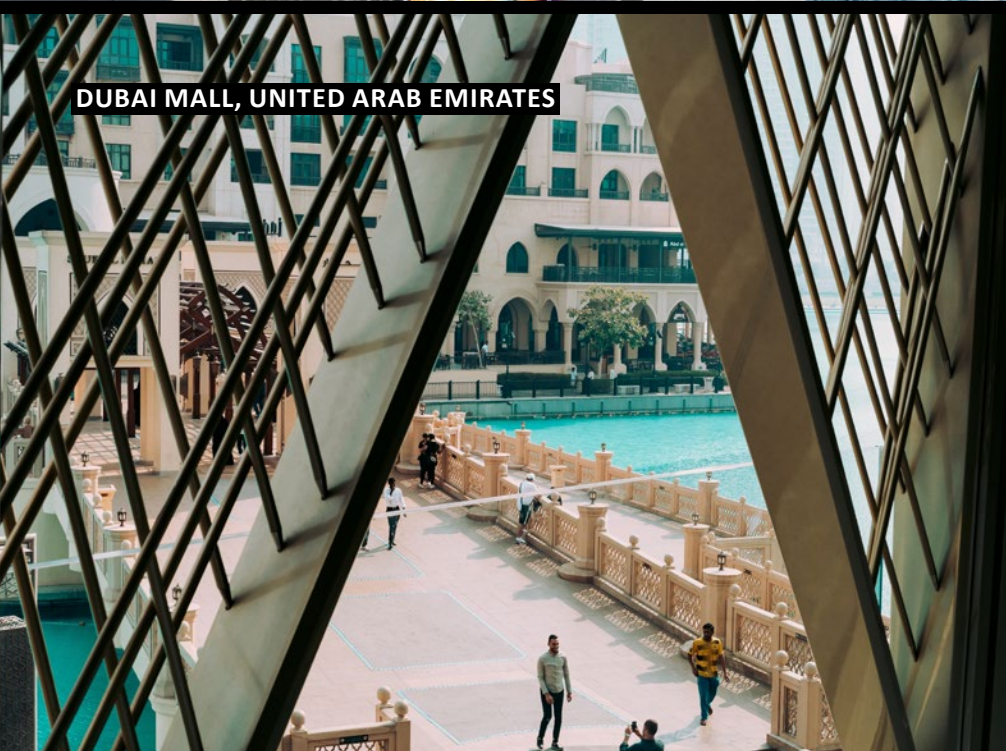

avigilon

BOSCH

C-CURE 1000

GALLAGHER

Genetec

GEUTEBRÜCK

IndigoVision

LENEL
A UTC Fire & Security Company

Luxriot®

milestone

PACOM

PELCO

vidsys

PACIFIC FAIR SHOPPING CENTRE, GOLD COAST

GOODWILL BRIDGE, BRISBANE

EAST LEDANG, MALAYSIA

DUBAI MALL, UNITED ARAB EMIRATES

Emergency

Press Intercom
For Assistance

Project References

- Adelaide Shopping Centre (AU)
- BCC Community Gardens (AU)
- Blacktown City Council (AU)
- Brisbane City Council (AU)
- Bukit Bingtang City Centre (MY)
- Bus Rapid Transit (BRT) Sunway (MY)
- Casey Central Shopping Centre (AU)
- City Safe, Queen Street Mall (AU)
- Coles Head Office (AU)
- Dubai Mall (UAE)
- East Ledang (MY)
- Frankston Aquatic Centre (AU)
- Funan Mall (SG)
- Goodwill Bridge (AU)
- IKEA Johor Bahru (MY)
- IKEA Mytown Kuala Lumpur (MY)
- Ipswich City Council (AU)
- Kawana Shopping Centre (AU)
- Kings Park (AU)
- Kuala Lumpur City Centre Park (MY)
- Kurilpa Bridge Brisbane (AU)
- Liverpool Catholic Club (AU)
- Mall of Oman (OM)
- National Gallery of Victoria (AU)
- Pacific Fair Shopping Centre (AU)
- Parramatta Council (AU)
- Riverwalk (AU)
- Robelle Domain (AU)
- Robina Town Centre (AU)
- Roma Street Parklands (AU)
- Southbank Parklands (AU)
- Taronga Zoo (AU)
- Wellington City Council (NZ)