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Integrated Intelligent Operations Centre
Smart Poles Project presentation to JICP
Department of Public Safety: IIOC
February 2021



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Introduction:

What is the Smart Poles project?

The Integrated Intelligent Operations Centre (IIOC) at the Public Safety department, together with JMPD and EMS and Disaster Management have implemented 2 smart pole pilots in the city as part of a project to launch the new technology. The purpose is to **sensitize internal and external stakeholders around the technology and its benefits.**

The smart poles are **state of the art communication tools** to enable the public to **report service delivery, crime, medical and emergency issues to the city.** This communication tool is particularly useful in densely populated nodes, where there is prevalence of service delivery/ crime issues and/or little to no access to Wifi or data.

This is a **smart project** aligned to the tenets of both the **Smart City Strategy** and the **Joburg City Safety Strategy** for the City of Johannesburg. Smart technology is being used to **improve and enhance service delivery across the city** and ensure **accountability** to residents of the city. **Smart technology** is one of the ways to implement the Smart City and can also be used to **reinforce surveillance/ monitoring, data collection, assessment and reporting on safety and security issues** etc for **improved decision-making** and **future planning of operations.**

Smart technology will **increase law enforcement surveillance** for a **safer city** and **faster, interactive and direct communication** to the IIOC for **logging of any complaints, enquiries** for assistance with resolving crimes, blocked sewer, reporting illegal connections, health/ medical or traffic, water, power, and other CoJ services.

The IIOC in a nutshell...



The IIOC is a local government facility using **state of the art technology** to obtain **real-time data** through various data sources including **CCTV cameras** and logged calls to react to as well as **proactively address various incidences** ranging from **crime; fire safety; traffic management; by-law enforcement and service delivery issues**



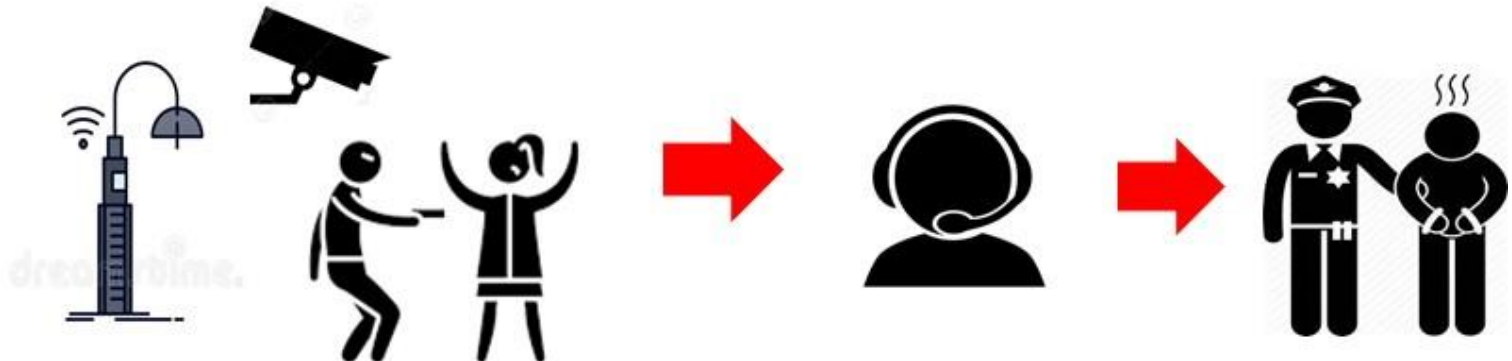
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Summary on Smart Poles specifications

- The smart pole pilots are located at Gautrain Park and Gautrain Sandton stations. These transport nodes have high pedestrian traffic including a large number of tourists to the city and have been identified as key hotspots for petty crime;
- Smart Poles systems were developed for the City of Johannesburg by Oneway Technologies;
- Smart technology is attached to a pole with a red panic button; 4 static IP and 1 PTZ camera CCTV cameras and audio connections to allow for visual and audio communication between the public and CCTV operators at the IIOC control room to log calls or emergencies;
- Smart poles facilitate wireless transmission and radio units;
- Smart poles have LED lights;
- Smart poles also have a solar powered system with battery integrating both normal and alternative power supplies to ensure full operation during power outages;
- Camera range is up to several kilometers unless hindered by tall buildings;
- The smart poles are been located where there is access to a series of surrounding CCTV cameras to allow for tracking and tracing of identified persons, vehicles or other suspicious activity to follow incidents as they happen.

Smart Poles: How do I log a call?

- Press the **one touch button** on the Smart Pole;
- This will **trigger a signal to the operator** who can see you. You must **speak directly to the operator** and **provide vital information** for the operator to log a call, including what the incident or emergency is and your location;
- The **operator** will send out an **alert** for a **response** team to go to the identified location depending on what your incident/ emergency is;
- **Video footage is taken of the incident**, should authorized law enforcement agencies require evidence for further investigation;
- Stay calm and trust that help is a click away .



Conclusion:

Smart Poles Launch Activities



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- The Public Safety department is currently undertaking the **planning and pre-launch activities** for the launch of the smart poles.
- The **purpose** of the launch is to **sensitize city departments and entities and the public about the smart technology communication tool and its benefits** in terms of improving service delivery and communication between the city and residents.
- Key **stakeholders** have been **identified and will be engaged** through a series of meetings and workshops with internal/ external stakeholders from **November/ December 2020 to date**.
- It is anticipated that the **launch** will take place at **during the festive season** and hopefully coincide with Festive Season Safety Launch
- Public Relations activities include **media briefings, information dissemination and updates** on progress





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Points for discussion

How could this technology assist the JICP?

What could the role of JICP/ private sector be around Smart Poles and CCTV infrastructure?

Are there opportunities for partnerships with the Public Safety department and the JICP?



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Conclusion

Thank you