

ADDRESSING CRIME THROUGH ZELLO

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ON A JOURNEY TO A SAFER SOUTH AFRICA

Creating a safe and secure, crime free environment, that is conducive for social and economic stability, supporting a better life for all.

#PatrioticandSelflessService

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PURPOSE



- ❖ The purpose of the Zello project is to address a need to improve **active and reactive** communication links between all security companies, communities and the SAPS, in order to **address crime in progress** as well as a **proactive manner** to address **suspicious persons and vehicles**.
- ❖ The Zello app has now been rolled out to other role-players such as JMPD undercover, K9 units, CPF and large business entities within the Station Precinct.
- ❖ Through this application all role-players communicate and respond as one in the fight against crime.



ZELLO PTT APP



- ❖ The ZELLO PTT APP allows you to send voice messages in real time with the push of a button. You can use it like a walkie-talkie to communicate with a wide group of people or send a message to someone specific.
- ❖ The Zello walkie-talkie allows you to listen to live voice messages, and also saves in your app history, so you can replay the message or share it.
- ❖ The Zello makes it fairly easy for all members on the ground to respond to a crime in progress with just the push of a button.
- ❖ This has proven crucial during emergencies.



ZELLO PTT APP



- ❖ The ZELLO is a one-on-one and or group conversation and is fully encrypted end-to-end like a two way radio.
- ❖ Messages received are stored on your own device and not on any other servers, thus eliminating threats or interception of radio frequencies.
- ❖ This app has no limit to the amount of users and has a limitless approach to the ways it can be used.



ILLUSTRATION AT STATION LEVEL

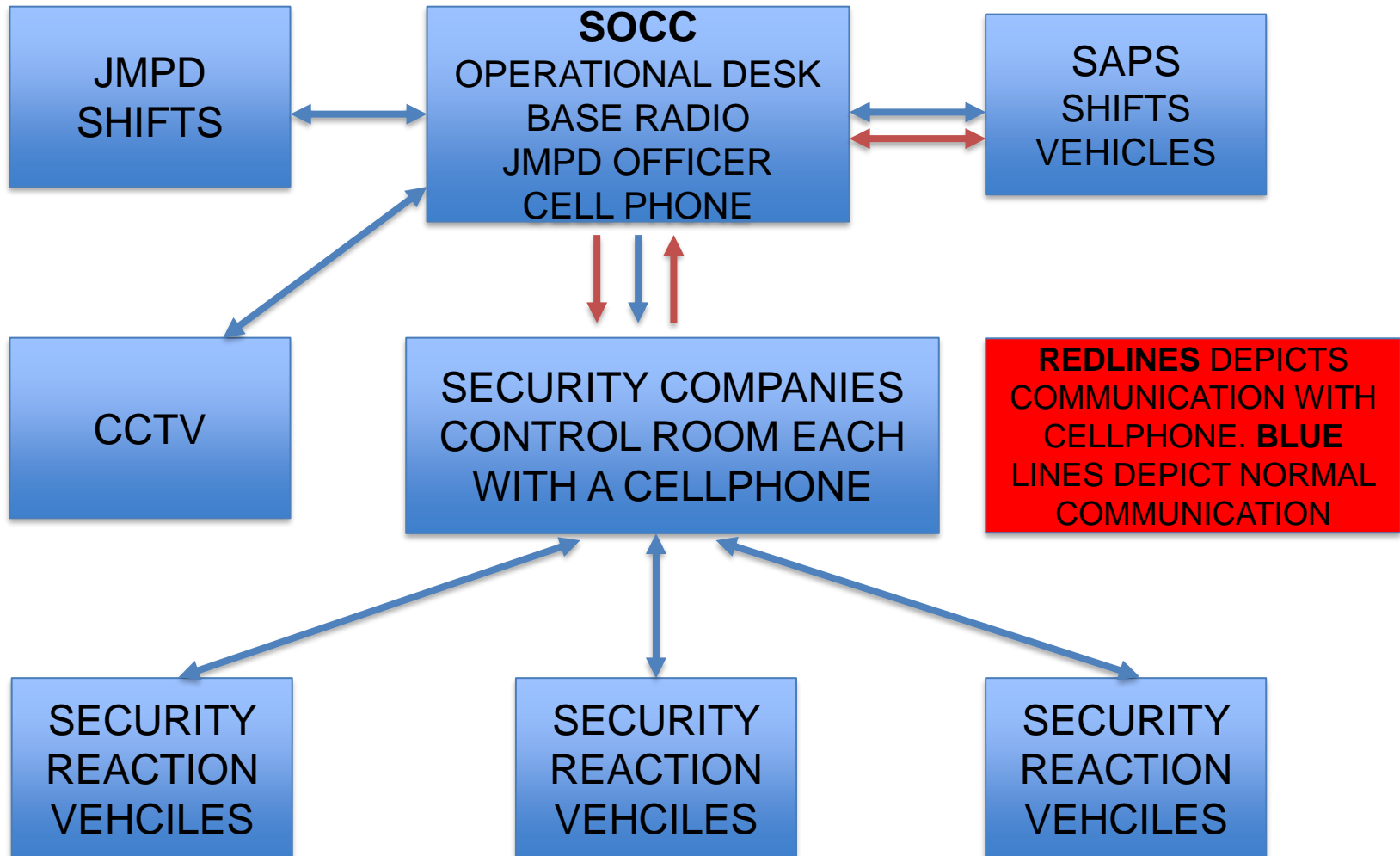
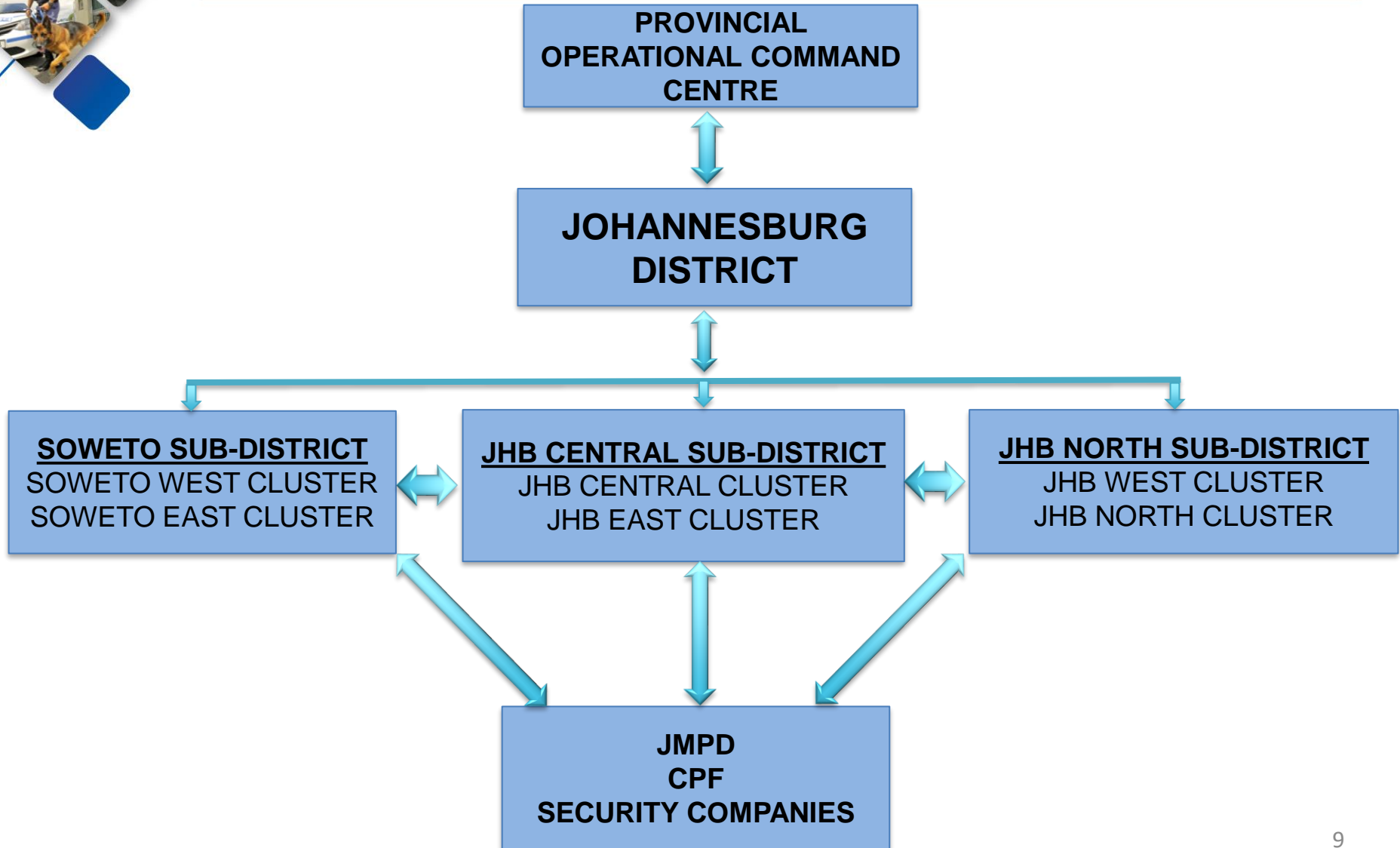


ILLUSTRATION TO POCC LEVEL



- ❖ Johannesburg District consists of 3 Sub-Districts.
- ❖ Each Sub-District consists of two (former clusters) each.
- ❖ Each (former cluster) has a certain number of stations and each station has partnerships with other Law Enforcement agencies such as, JMPD, CPF and Security Companies
- ❖ The ZELLO PTT Walkie-Talkie acts as a communication tool between the POCC, District, Sub-District and Clusters.

ILLUSTRATION TO POCC LEVEL





APPLICABLE LEGISLATION



- ❖ South African Police Service Act 68 of 1995
- ❖ The Constitution Of The Republic Of South Africa Act 108 Of 1996
- ❖ Law of Criminal Procedure and Evidence Act, 51 of 1977
- ❖ Private Security Industry Regulation Act 56 of 2001
- ❖ Minimum Information Security Standards (MISS)
- ❖ Independent Communications Authority of South Africa Act No 13 of 2000
ICASA)
- ❖ POPI (The Protection of Personal Information Act, No 4 of 2013)



ROLE-PLAYERS



- ❖ Station Operational Command Centre
- ❖ South African police Service (SAPS)
- ❖ Johannesburg Metro Police Department (JMPD)
- ❖ Security Companies
- ❖ Community Policing Forum (CPF)
- ❖ Sector Crime Forum (SCF)
- ❖ Close Circuit Television (CCTV): City OF Johannesburg
- ❖ Forum of Integrated Risk Mitigation (F.I.R.M.)
- ❖ City Improvement Districts (CID) / CID CCTV



STANDING OPERATING PROCEDURE: SOCC



- ❖ A base radio or hand radio is available
- ❖ Cellphones are full charged
- ❖ Deployment of all external role-players is received at the Operational Command Centre
- ❖ The crime is monitored on an hourly basis and information is passed via the cellphone on a possible suspicious vehicle or person.
- ❖ All resources are directed according to Crime Threat Analysis (CTA) or Crime Pattern Analysis (CPA).
- ❖ An Occurrence Book (OB) and Information Book (IB) entry is made on all information received on possible suspects and or vehicles, to be fed to the relief members.



STANDING OPERATING PROCEDURE: SAPS



Members of the south African police service: JHB CENTRAL SAPS will ensure that

- ❖ Full co-operation is given to all external role-players when working outside
- ❖ The external role-players will be fully assisted in the Community Service Centre when an arrest is made
- ❖ Information is shared between the members and the external role-players on possible wanted suspects or vehicles



STANDING OPERATING PROCEDURE: JMPD



JMPD will ensure that:

- ❖ A members is posted at the Operational Command Centre
- ❖ The member is equipped with a radio
- ❖ The members communicated all incidents coming through the cellphone from all external role-players, to JMPD members on the ground.



STANDING OPERATING PROCEDURE: SECURITY COMPANIES



The Directors of Security Companies will ensure that:

- ❖ The PSIRA accreditation will be supplied to JHB Central SAPS for the purpose of vetting
- ❖ The members working in the area are allowed to assist with responses to any part of JHB Central policing precinct
- ❖ The cellphone will be kept at the control room of the company concerned
- ❖ Only crimes in progress will be reported via the cellphones



STANDING OPERATING PROCEDURE: SECURITY COMPANIES



- ❖ Loss or theft of the cellphone must be reported immediately to the Operational Command Centre, where it will be ensure that the phone is tracked, failing which the contact is deleted to prevent a security threat.
- ❖ All employees working at the control rooms are vetted and interviewed property and should approach the JHB Central Station Visible Policing head for assistance.
- ❖ That all employees comply with the Minimum Information Security Standards in terms of the dissemination of information on crime
- ❖ All employees comply to the Independent Communications Authority of South Africa Act No 13 of 2000 (ICASA)



STANDING OPERATING PROCEDURE: CPF



The Chairperson of the Community Policing forum will ensure that:

- ❖ Assistance is provided to the Station in setting up the Station Operational Command Centre
- ❖ Information that is received on suspects is forwarded through the Operational Command Centre to all role-players
- ❖ Further partnerships are created with more role-players and introduced to the programme after the relevant vetting is conducted.



STANDING OPERATING PROCEDURE: CCTV



The Relief Commander will ensure that:

- ❖ Two members are posted 24/7 at the CCTV Centre
- ❖ The members at the CCTV Centre will monitor hotspots given by CIMAC and communicate all suspicious and criminal activities with the members via the radio and the SOCC members, who will then in turn communicate via the cellphone for all role-players to react. JMPD members will then communicate with members of JMPD via their radios.



ACTIVE STATIONS



The following stations have already gone live on Zello, with their respective leads:

- ❖ SAPS JHB Central: Lt. Colonel Govender
- ❖ SAPS Jeppe: Colonel Monegi
- ❖ SAPS Booyens: Brigadier Jones
- ❖ SAPS Rosebank: Lt. Colonel Mashele
- ❖ SAPS Norwood: Lt. Colonel Makola
- ❖ SAPS Yeoville: Lt. Colonel Mcharlie



THANK YOU