

Australian Federal Police streamline operations with Hexagon's mobile solution

The Australian Federal Police (AFP) has a broad range of national and international responsibilities. It oversees all federal law enforcement and investigative matters, physical security of federal properties and VIPs, and community policing in Australia's territories. The AFP also plays an extensive role protecting Australia's overseas interests.

Communication challenges

AFP relied on traditional radio communications between first responders in the field and its communication centers. But, as the operational scope and activity of AFP throughout Australia increased, radio congestion

became an issue, with as many as 3,000 personnel active at any one time. AFP field officers faced lengthy waits to advise AFP's Operations Coordination Centre (AOCC) of operational readiness, resulting in delays and dead time until they could log into the computer-aided dispatch (CAD) system. Additionally, no real-time tracking was available to precisely record the locations of incidents in the field and monitor officer health and safety.

To improve operational communications across the organization, AFP implemented its Unified Operational Communications project to reduce radio traffic and provide personnel with a choice of communication tools including radio, telephone, push-to-talk, and mobile data.



Simple and flexible

To fulfill its needs, AFP selected Hexagon's Mobile Responder solution for several reasons. First, it's a commercial off-the-shelf solution that integrates directly into the Hexagon CAD system AFP was already using. It also operates on handheld devices that support a broad ecosystem of off-the-shelf and custom apps. Hexagon's mobile solution delivers person-level tracking that AFP can integrate with its CAD system, avoiding the need for a separate automated vehicle locating solution and CAD interface. Finally, its simplicity meant it could be widely adopted by AFP members with minimal training.

"Mobile Responder will enhance officer safety through the automated update of officer location via GPS, promoting better outcomes in emergency incidents by providing real-time access to incident and unit information," said Andrea Quinn, the AFP's Commander of National Operations Coordination. "Mobile Responder will also increase productivity by easing radio communication congestion."

Benefits of implementation

Hexagon's mobile solution offers a full range of functionality to AFP personnel, including the ability to log on and off the CAD system without voice communication. Officers dispatched to an incident can easily retrieve incident details, update their status, add comments and supplemental information to the incident record, and mark incidents as resolved. Field personnel can also send messages between themselves and the CAD operators in the control rooms. Each officer's location is tracked continuously and reported to CAD operators every 30 seconds, resulting in better location awareness for all members and supervisors.

Hexagon's mobile solution significantly improves the quality of information captured in real time at its source. No longer solely reliant on radio communications, AFP personnel are productive throughout their shifts, regardless of location. The CAD system is now a more accurate and complete record of all activity, resulting in improved quality of operational statistics and management reporting.



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Andrea Quinn

Commander of National Operations Coordination
Australian Federal Police (AFP)

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