

URBAN SECURITY

# INCREASING THE CITY'S ATTRACTIVENESS



# THE URBAN REVOLUTION

Worldwide, the urban population is growing by over 60 million people per annum. By the year 2025, 2 billion people will live in cities, with almost three-quarters of the worldwide population being urban-dwelling by 2050.

Urban security solutions play a transformational role within city management, planning and operations, supporting the sustainable growth of local economies whilst making the city a more attractive place to be.



**2 billion**  
people living in cities in 2025

**70%**  
of the global population will be  
urban by 2050

**9.3 billion**  
people in the world by 2050

# THE SECURITY IMPERATIVE

As cities grow, the need for urban security is steadily rising. All over the world, but especially in the fastest-growing economies, city authorities, security agencies, emergency services and the citizens they serve are driven by the same objective — making the city a more attractive place to be for citizens, business and tourism.

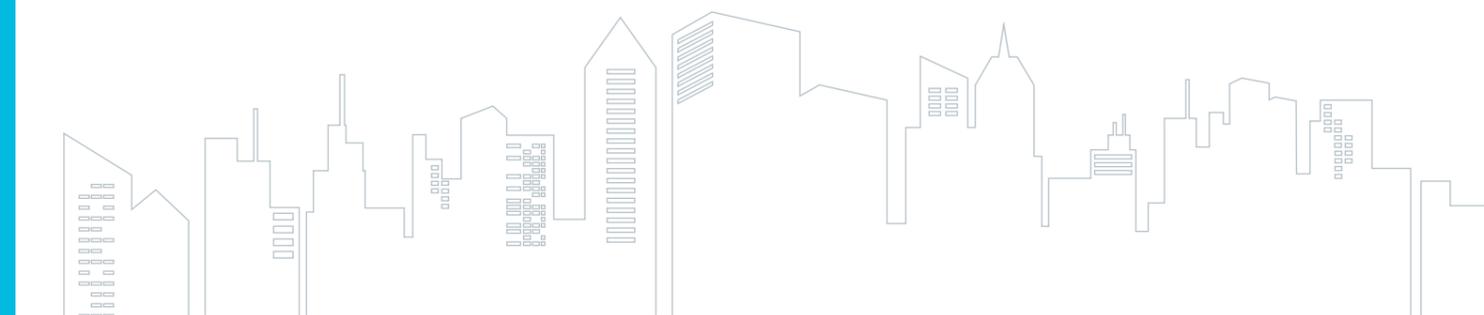
City authorities need to ensure the safety and well-being of their citizens, protect public assets and make optimum use of city resources. They need to **coordinate different security agencies to prevent crime, reduce incident rates and response times**, and manage unpredictable crisis situations, such as industrial accidents, terrorist alerts or natural disasters.

As populations become more and more concentrated in urban corridors, security has become the cornerstone of urban development. For planning brand new urban communities or updating existing infrastructure in smaller cities, a **well-defined urban security master plan** is essential.

But each city has a unique culture and its own priorities, and citizens themselves do not have

the same expectations in every city. **Policy-makers need to analyse the specific challenges and develop cost-effective prevention and urban security strategies** based on a specific set of requirements and organisational models. Moreover, they need to measure the impact of those policies, communicate results to other stakeholders, and be able to fine-tune their capabilities on an on-going basis.

To address this imperative, Thales draws on its expertise and global leadership in the security market to provide **fully integrated and scalable urban security and safety solutions** for mid- to large-sized cities as well as the world's major mega-city communities.



# THE CITIZEN-CENTRIC APPROACH TO URBAN SECURITY

With local operations in 56 countries around the world, Thales has developed an in-depth understanding of local cultures and organisations. Based on local insight, Thales is able to tailor its integrated urban security solutions to the specific requirements of each city.



Thales's integrated approach to urban security enables city authorities and operators to share technologies, communication infrastructures and citizen services **to optimise the use of resources and drive efficiency gains**. It helps them to keep pace with an increasingly mobile world, manage major events, improve crisis preparedness and make the city more attractive to business and the voting public. Above all it makes cities safer and more attractive for all citizens.

## MODULAR, SCALABLE SOLUTIONS

With the growing number of security threats, there has been a corresponding increase in the systems and technologies that public safety agencies need to manage. Thales proposes an **open, modular approach** whereby each control system and functional application is brought together within a common framework, operating within a Service Oriented Architecture. This delivers a range of capabilities that are useful to one or more security

agencies in a wide range of scenarios. Thales provides a collaborative control and management capability for major event security, crisis management and disaster recovery as well as more routine operations. The solution is resilient and adaptable, allowing individual agencies to coordinate their resources with those of other organisations — and even other security systems (public transport, crowd management, etc.) — and review their roles and procedures as their missions evolve or as part of a broader roadmap.

## TAILORED SUPPORT PACKAGES

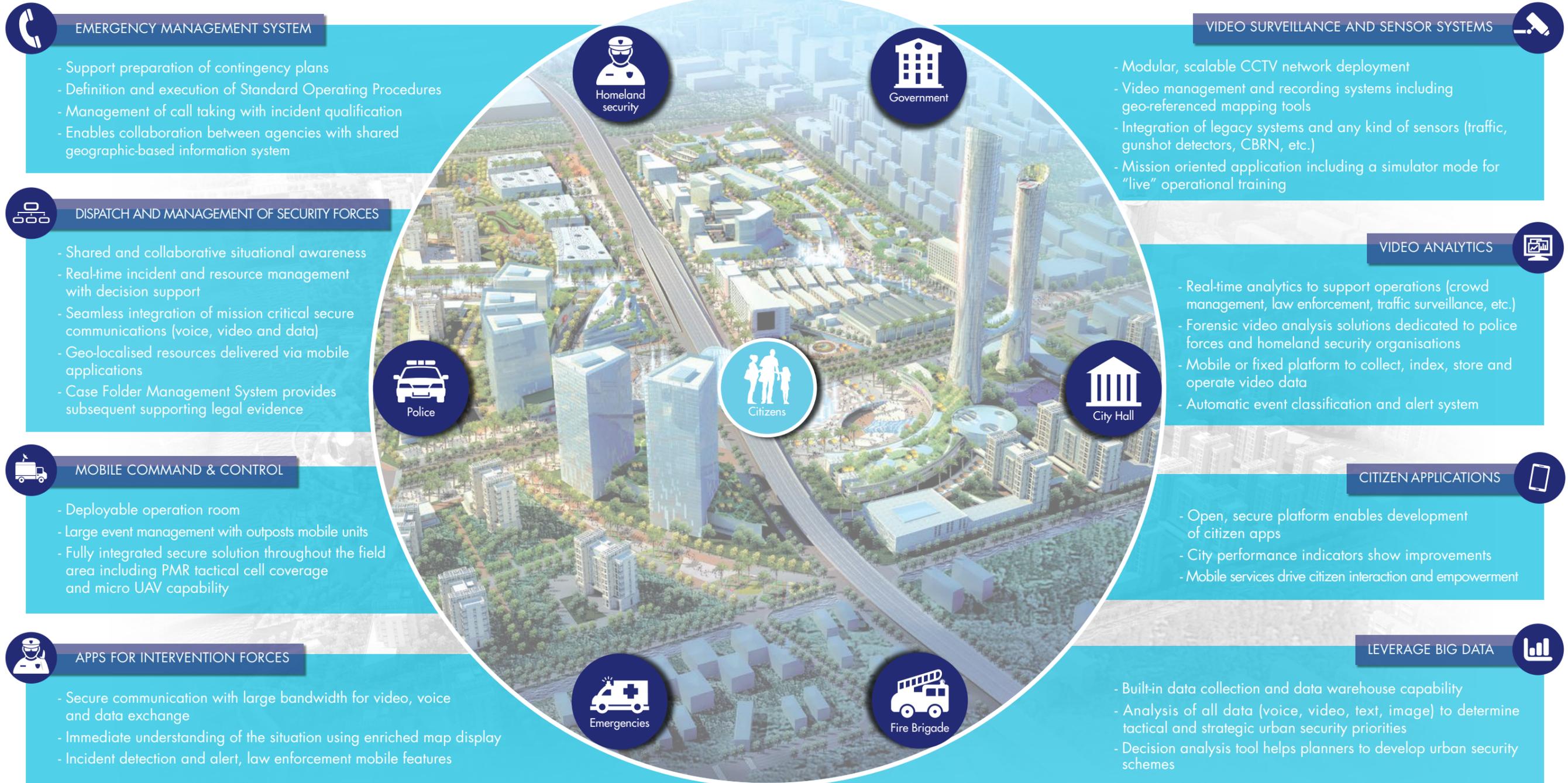
Thales offers a **full range of services** to help customers define their priorities and describe their concepts of operations, develop the best solutions for their cities and operate them to best effect. Tailored support packages include planning support as well as operational services such as system administration and hosting, additional software development, performance tracking and procedure refinement, hotline support and operator training in simulated "live" immersive environments.

Thales solutions include conventional architectures incorporating legacy assets, secure cloud architectures relying on the latest virtualisation technologies, and platform maintenance and cyber protection to support customer-operated services. Many of Thales's operational services are also now available through new delivery models (e.g. video surveillance as a service).

In addition, with Thales solutions, city authorities and agencies have access to an open data platform to develop web-based and mobile services, keeping the public informed in real time, remaining transparent and accountable to their stakeholders and sustaining the trust of the citizens they serve and protect.



# INTEGRATED AND SCALABLE URBAN SECURITY SOLUTIONS



# MEXICO CITY, THE WORLD'S MOST AMBITIOUS URBAN SECURITY PROGRAMME



With 20 million inhabitants, Mexico City is the world's third-largest metropolis and faces a complex set of public safety risks and security challenges. In 2009, the city authorities launched the Ciudad Segura programme, a large-scale project to increase crisis preparedness, bring down crime rates and enhance multi-agency coordination and efficiency.

## BENEFITS

- > 56% reduction in crime since 2009
- > Response time reduced from 12 mn to 2 mn 09 s.
- > 56% stolen cars recovered after 72h
- > Elimination of unlicensed taxis
- > Operational efficiency of the Police + 19,1%
- > Homicide rates : 9

## MAKING MEXICO CITY SAFER AND MORE EFFICIENT

To address this unique challenge, Thales and telecoms operator Telmex delivered a complete, integrated urban security solution drawing extensively on Thales's security track record and acknowledged expertise as a systems integrator. The solution uses the latest technologies to provide a city-wide command, control and emergency management capability:

- Unified command and control system:
- Computerised Command, Control, Communications and Intelligence (C4I) centre with 250 positions
- Five Command & Control centres (C2) with 35 to 60 positions
- Two Mobile Command & Control units (C2M)
- Force tracking and status monitoring, emergency call handling and dispatching
- Over 8,000 CCTV cameras for urban surveillance, traffic management and license plate recognition with no structural limits to expansion
- Deployment of a further 7,000 cameras, as well as panic buttons, loudspeakers and law enforcement systems, will strengthen the existing capability,
- Development platform with national engineering school
- Network Operational Centre / System Operational Centre
- Dedicated training facility

The Mobile Command and Control system is deployed, in particular, during the annual pilgrimage to the Basilica de Guadalupe, which attracts more than 6 million people and is the second-largest pilgrimage in the Christian world. Used to monitor crowd density and movements, the system provides comprehensive security coverage at this major event, once again demonstrating the performance and flexibility of Thales integrated solutions and their ability to ensure citizen security at large events.

## DELIVERING MEASURABLE RESULTS EVERY DAY

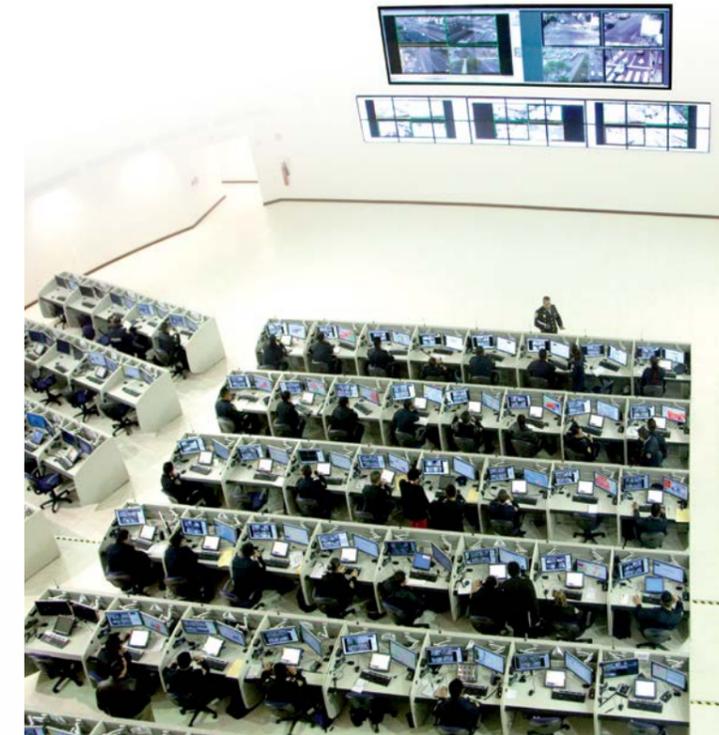
The Ciudad Segura project has brought noticeable improvements in response effectiveness and citizen security, **helping to make one of the world's largest and most cosmopolitan cities more attractive** for visitors and citizens alike.

Based on feedback from operators and from the citizens themselves, the systems in place have been continuously optimised to further improve performance. The inhabitants of Mexico City have quickly come to appreciate the enhanced sense of security in their city and are fully supportive of plans by the city authorities to further develop their urban security programme.

Mexico City has attracted substantial inward investment including over 1,600 new businesses during the first months of the programme going live, according to the Economic Development Secretary for the Federal District.

Whilst some financial incentives are offered to newly established companies, the main reason for this growth is firmly believed to be perceived higher levels of public safety within Mexico City than elsewhere in the country.

Tourism is becoming an increasingly important and growing source of revenue. At a national level Mexico welcomed a record 24 million international visitors in 2012, with tourism growing by 10.5% and generating € 9 billion. Mexico City remains the single destination for 70% of tourists, underlining the importance of security for the local authorities.



# TOWARDS THE SMART CITY

The smart city concept — with new technologies promising greater levels of connectivity, mobility and sustainability, increasing competitive advantage and delivering more services — is a vision shared by major cities throughout the global community.

Thales solutions for the Smart City extend beyond urban security and include not only such areas as citizen protection, identity management, anti-terrorism, protection of critical infrastructure and

information systems security, but also leverage recent advances in public transport and traffic video surveillance, and passenger or public information announcement systems.

Thales solutions for the Smart City can effectively bring together city security agencies and transport authorities, within a shared and collaborative city platform which offers an advanced service-driven approach to urban safety and security.

# WHY THALES ?

- By understanding the mission of our customers, Thales provides an efficient solution to help security forces to prevent, detect, manage and recover from a wide spectrum of threats and thus guarantee the safety of citizens.
- Thales has designed a global urban security solution to support the missions of city authorities, security & safety and other agencies from mid-size cities to large cities and megacities.
- Thales's urban security solution addresses security and safety issues in case of incident, incivility, crime, large event or natural disaster and covers day-to-day operation up to crisis management.
- Thales's global approach ensures the highest level of coordination between the different city stakeholders and agencies. Operational efficiency and response time are significantly improved, as are information and services to citizens, thus increasing attractiveness of the city for people, business and tourism.
- Thales's urban security solution, supported by a Service Oriented Architecture, is modular and scalable. It can be tailored to fit each customer's needs as closely as possible. It offers a full set of systems and services from proven field equipment to full situational awareness and crisis management, and allows for step-by-step implementation according to an optimised roadmap.
- Thales is the only company in the world that has demonstrated its efficiency through emblematic references such as Mexico City, delivering a significant improvement in the quality of life and an effective economic return on investment.



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# THALES

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