

Public Safety Network

Appendix 3.2

New Zealand Police Use Cases

Contents

1. Introduction	3
2. Police Future Use Cases	4
2.1 NZP01 Dispatch - Reactive	4
2.2 NZP02 Tasking - Prevention	6
2.3 NZP03 Response - District Command Centre	7
2.4 NZP04 Response - Public Safety Team (PST)/Road Policing	9
2.5 NZP05 Response - Police Specialist Groups (planned/unplanned).....	12
2.6 NZP06 Response - Diplomatic Protection Services (DPS)	16
2.7 NZP07 Response - Search and Rescue (SAR).....	18
2.8 NZP08 Response - Air Support Unit (Eagle)	20
2.9 NZP09 Response - Police Maritime Unit	22
2.10 NZP10 Service Management	24

1. Introduction

This document describes the New Zealand Police Use Cases, with references to communication capabilities where applicable, for secure Mission Critical communications through the Public Safety Network (PSN) programme.

It describes how the Push-To-Talk (PTT) voice calls, Short Message Service (SMS) messaging, Multimedia Messaging Service (MMS) messaging, narrowband data and broadband data communication capabilities can be used on both wide area (on network) and local area (off-network) by the New Zealand Police in the future.

The below process shows a high-level process flow of how New Zealand Police respond to an emergency and where Mission Critical communications is most likely to be required.



This document should be read in conjunction with the *Appendix 1. Service Requirements* document.

2. Police Future Use Cases

2.1 NZP01 Dispatch - Reactive

The Police Communications Centre (Comms Centre) Dispatcher is one of the key employees to dispatch resources to an incident.

<p>Use Case: In this scenario, the Police Comms centre Dispatcher (Dispatcher) receives the notification of an emergency response and dispatches available on-Duty Police constabulary employees.</p>
<p>Actors: Police Communications (Comms) centre Dispatcher, Police constabulary employees.</p>
<p>Use Case diagram:</p>
<p>Mainflow:</p> <p>The <u>Dispatcher</u>:</p> <ol style="list-style-type: none"> 1.1. Receives and reviews notification of emergency Police response through: <ol style="list-style-type: none"> 1.1.1. the INP02 Computer Aided Dispatch System (CAD) notification entered by the Police Call taker, or 1.1.2. the INP02 Computer Aided Dispatch System (CAD) notification from FENZ and/or Intercad from St. Johns. 1.2. Assigns a talkgroup on the WTG01 – Wide Area Group calling function or WTG05 – Dynamic Wide Area Talkgroups for large incidents. 1.3. Identifies current location through CC13 – Send/Receive Vehicle location (wide area), CC14 – Send/Receive Portable Device Location (wide area). 1.4. Dispatches Police constabulary employees on CC01 – Make/Receive Wide Area PTT Group Call to DP01 – Cell Phone – Agency issued or DP03 – Land Mobile Radio – Portable and DV03 – Land Mobile Radio – Vehicle Terminal without PER01 – PTT Call Latency. Note: Currently foot pedal is used to operate the radio. <ol style="list-style-type: none"> 1.4.1. Works with floor Supervisors at the Comms Centre to: <ol style="list-style-type: none"> 1.4.1.1. CC03 – Make/Receive Phone Call to the NCCC/DCC to notify of critical incidents. 1.4.1.2. WTG07 – Remotely Change Talkgroup on behalf of resources on field, when they can't.

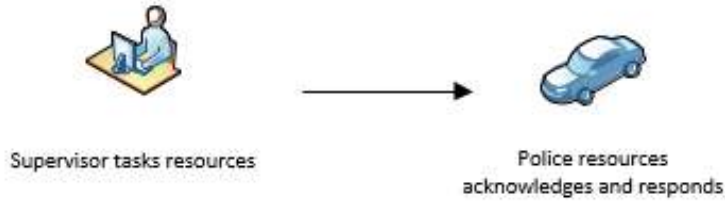
- 1.5. Contacts other agencies required, such as FENZ or St. Johns, via **INP02 Computer Aided Dispatch System (CAD)** or **Intercad**.
- 1.6. Uses **CC16 – Send/Receive Broadband Data (wide area)** to share information, such as the Eagle downlink, videos, maps or images, on Police constabulary employees cellular device.
- 1.7. Communicates with other Police resources (e.g. airport resource) required, through specific talkgroup using **WTG01 – Wide Area Talkgroup Functions**.
- 1.8. Performs welfare checks using **WTG01 – Wide Area Group calling function** and/or **CC02 – Make/Receive Wide Area One-to-One PTT Call** and/or **CC09 – Send/Receive Predefined Message**.
- 1.9. Requests data from vehicles (e.g. if sirens are on, the speed it's travelling in) through **CC15 – Send/Receive Telemetry (wide area)**.
- 1.10. Respond to events in **INP02 Computer Aided Dispatch System (CAD)** for **CC11 – Send/Receive Duress Message (wide area)** received from specific users. Notifies Supervisor and uses **WTG01 – Wide Area Group calling function** to send additional support.
- 1.11. Takes over other Police Comms centre, at local level, in the event of a national network failure/disaster through **RES02 – Communications Centre Systems Fall-back**.

The Police constabulary employees (resource):

- 1.12. Receives dispatch notification on **CC01 – Make/Receive Wide Area PTT Group Call** without **PER01 – PTT Call Latency**. See [NZP04 Response](#) use case for next steps.

2.2 NZP02 Tasking - Prevention

One of the core business functions of New Zealand Police is Prevention First. Intelligence through available data and demand are used to assign taskings.

<p>Use Case: In this scenario, a Police constabulary supervisor directs tasks to their employees and they respond.</p>
<p>Actors: Police constabulary supervisor (Supervisor), Police constabulary employees (resources).</p>
<p>Use Case diagram:</p> <div style="text-align: center;">  <pre> graph LR S[Supervisor tasks resources] --> R[Police resources acknowledges and responds] </pre> <p>The diagram consists of two icons connected by a horizontal arrow pointing from left to right. On the left is an icon of a person sitting at a desk with a laptop, labeled 'Supervisor tasks resources'. On the right is an icon of a blue police car, labeled 'Police resources acknowledges and responds'.</p> </div>
<p>Mainflow:</p> <p>The <u>Supervisor</u>:</p> <ol style="list-style-type: none"> 1.1. Uses CC16 – Send/Receive Broadband Data (wide area) to assign taskings to their resources. 1.2. Keeps in contact with relevant resources through CC04 – Take Part in Audio Conference for sending/receiving quick updates. <p>The <u>Police constabulary employees (resource)</u>:</p> <ol style="list-style-type: none"> 1.3. Uses CC16 – Send/Receive Broadband Data (wide area) or CC26 – Send/Receive Broadband data (local area) to: <ol style="list-style-type: none"> 1.3.1. Either self-assign taskings or receive and acknowledge taskings on their cellular device; 1.3.2. Check NIA database for details about the area or offender; 1.3.3. Check the mobility apps for further details on the incident; and 1.3.4. Looks up suitable route to the incident. 1.4. Refer to NZP04 Response for next steps. <p>The <u>Communications Centre</u>:</p> <ol style="list-style-type: none"> 1.5. Provides support when required by responding to events in INP02 Computer Aided Dispatch System (CAD) for CC11 – Send/Receive Duress Message (wide area) received from specific users. Notifies Supervisor and uses WTG01 – Wide Area Group calling function to send additional support.

2.3 NZP03 Response - District Command Centre

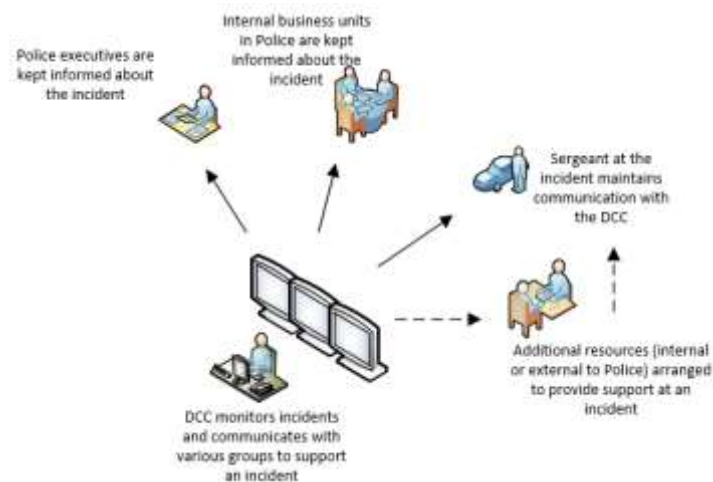
Description

The District Command Centre (DCC) is designed to provide co-ordination and support for large incidents and keep the Police Executive at district level and the National Command and Coordination Centre (NCCC) fully informed of significant incidents and emerging trends across New Zealand.

Use Case: In this scenario, the DCC uses communication devices to be kept informed of critical incidents.

Actors: District Command Centre, Police Communications Centre, Police constabulary employees in charge of incident, National Command and Coordination Centre.

Use Case diagram:



Mainflow:

The DCC:

- 1.1. Receives notification of emergency Police response for large incidents through:
 - 1.1.1. **CC03 – Make/Receive Phone Call** from the Police Comms Centre; or
 - 1.1.2. Scan CARD/i.Net viewer using **CC16 – Send/Receive Broadband Data (wide area)**; or
 - 1.1.3. Monitoring **WTG01 – Wide Area Group Calling Functions, WTG02 – Wide Area Talkgroup Areas** for critical incidents through **WTG08 – Remote Membership of a Wide Area Talkgroup**.
- 1.2. Accesses assigned talkgroups through **WTG08 – Remote Membership of a Wide Area Talkgroup** and **RAL01 – Remote Membership of a Local Area Talkgroup**.
- 1.3. Makes **CC03 – Make/Receive Phone Call** or **CC01 – Make/Receive Wide Area PTT Group Call** to Police constabulary employees in charge of incident to provide support when needed and/or requests for technical communications support.
- 1.4. Uses **CC16 – Send/Receive Broadband data (wide area)** to send etext, images, video stream on cellular device or through Police mobility apps.

- 1.5. Conducts **RES05 – Operation at a Local Level** in the event of a national network failure/disaster.
Note. See ‘Use case [NZP01 Dispatch – Reactive](#)’. Currently Police Comms Centre capability is available at Tamaki Makarau DCC.

The NCCC:

- 1.6. Receives notification of emergency Police response for large incidents through **CC03 – Make/Receive Phone Call** from the District Command Centre.
- 1.7. Accesses assigned talkgroups through **WTG08 – Remote Membership of a Wide Area Talkgroup** and **RAL01 – Remote Membership of a Local Area Talkgroup**.

2.4 NZP04 Response - Public Safety Team (PST)/Road Policing

Description

The table below describes a generic use case on how Public Safety Team or Road Policing will use communication capabilities to respond.

<p>Use Case: In this scenario, the Public Safety Team (PST)/Road Policing responds to a critical incident.</p>
<p>Actors: Police Communications Centres, Public Safety Team/Road Policing Team</p>
<p>Use Case diagram:</p> <pre> graph LR A[Comms centre receives calls on crime or crash reported and dispatches resources] --> B[Police resources respond] A --> C[Police resources respond] </pre> <p>The diagram illustrates the process where a communications centre (represented by an icon of a person at a computer) receives reports of crime or crashes and dispatches resources. Two arrows point from the centre to icons of a police car and a police motorcycle, both labeled 'Police resources respond'.</p>
<p>Mainflow:</p> <p>The <u>Public Safety Team (PST)/Road Policing Team</u>:</p> <ol style="list-style-type: none"> 1.1. Receives dispatch notification from: <ol style="list-style-type: none"> 1.1.1. The Police Comms centre on the CC01 – Make/Receive Wide Area PTT Group Call without PER01 – PTT Call Latency to DP01 – Cell Phone – Agency issued or DP03 – Land Mobile Radio – Portable using ear piece and microphone and DV03 – Land Mobile Radio – Vehicle Terminal handheld. Note that at times the Rural Police CC03 – Make/Receive Phone Call directly from the members of the public on their cellular device; or 1.1.2. Tasking assigned on the Police mobility apps on their cellular device through CC16 – Send/Receive Broadband Data (wide area). 1.2. Confirms requests on CC01 – Make/Receive Wide Area PTT Group Call. 1.3. Requests CC10 – Send/Receive Call Request to Police Comms Centre to see further information/support. 1.4. Uses CC16 – Send/Receive Broadband Data (wide area) or CC26 – Send/Receive Broadband data (local area) to: <ol style="list-style-type: none"> 1.4.1. Check NIA database for details about the area or offender; 1.4.2. Check the mobility apps for further details on the incident; and 1.4.3. Looks up suitable route to the incident.

- 1.5. Maintains contact with the Police Comms Centre on the exclusive **CC01 – Make/Receive Wide Area PTT Group Call** when **ENV01 – Operation from a Moving Vehicle**, particularly in fleeing driver incidents.
- 1.6. Uses **CC02 – Make/Receive Wide Area One-to-One PTT Call** to communicate with specific Police units at the scene.
- 1.7. Uses:
 - 1.7.1. **CC16 – Send/Receive Broadband Data (wide area)** to access Police mobility apps, or video calling.
 - 1.7.2. **CC05 – Send/Receive SMS message** to relevant Police units or their Supervisor to provide updates.
 - 1.7.3. **CC06 – Send/Receive MMS message** for sending images or recorded short video to relevant Police units or their Supervisor for analysis.
- 1.8. Maintains communications **DRR03 – Range of Network Extension Capabilities** whilst using **DP01 – Cell Phone – Agency issued** or **DP03 – Land Mobile Radio – Portable** when moving away from the vehicle (or Police motorbikes) to the incident outdoors or indoors (i.e. a building) **ENV02 – Resistance to Interference or Obstruction** to make:
 - 1.8.1. Secure wide area PTT group call back to Comms Centre; or
 - 1.8.2. Access data to look up information about the area or other offenders at the incident.
- 1.9. Uses **WTG01 – Wide Area Group calling function, WTG02 – Wide Area Talkgroup areas** when engaging with other Police units in a mobile incident.
- 1.10. **USA08 – No User Interaction Required to Keep Using a Service** by seamlessly switching from secure wide area talkgroup to local area talkgroup on **CC18 – Make/Receive PTT Group Call (local area)** or **CC19 – Make/Receive One-to-One PTT Group Call (local area)** when moving in and out of coverage, particularly when carrying operational equipment.
- 1.11. Sends data from vehicles (e.g. if sirens are on, the speed it's travelling in) through **CC15 – Send/Receive Telemetry (wide area)**.
- 1.12. **CC11 – Send/Receive Duress Message (wide area)** back to Police Comms Centre or **CC21 – Send/Receive Duress Message (local area)** back to a monitoring point within range, when needed, potentially through **CC07 – Send/Receive Narrowband data (wide area)** or **CC20 – Send/Receive Narrowband data (local area)**.
- 1.13. Responds to welfare checks by **CC01 – Make/Receive Wide Area Group Call** and/or **CC02 – Make/Receive Wide Area One-to-One PTT Call** and/or **CC09 – Send/Receive Predefined Message** by potentially using **CC07 – Send/Receive Narrowband data (wide area)** or **CC20 – Send/Receive Narrowband data (local area)**.

- 1.14. Communicates with other agencies at the scene through an assigned **WTG14 – Wide Area Liaison Talkgroups**.
- 1.15. Requests **INT02-Location Sharing between Emergency Services** to identify location of other agencies at a scene.

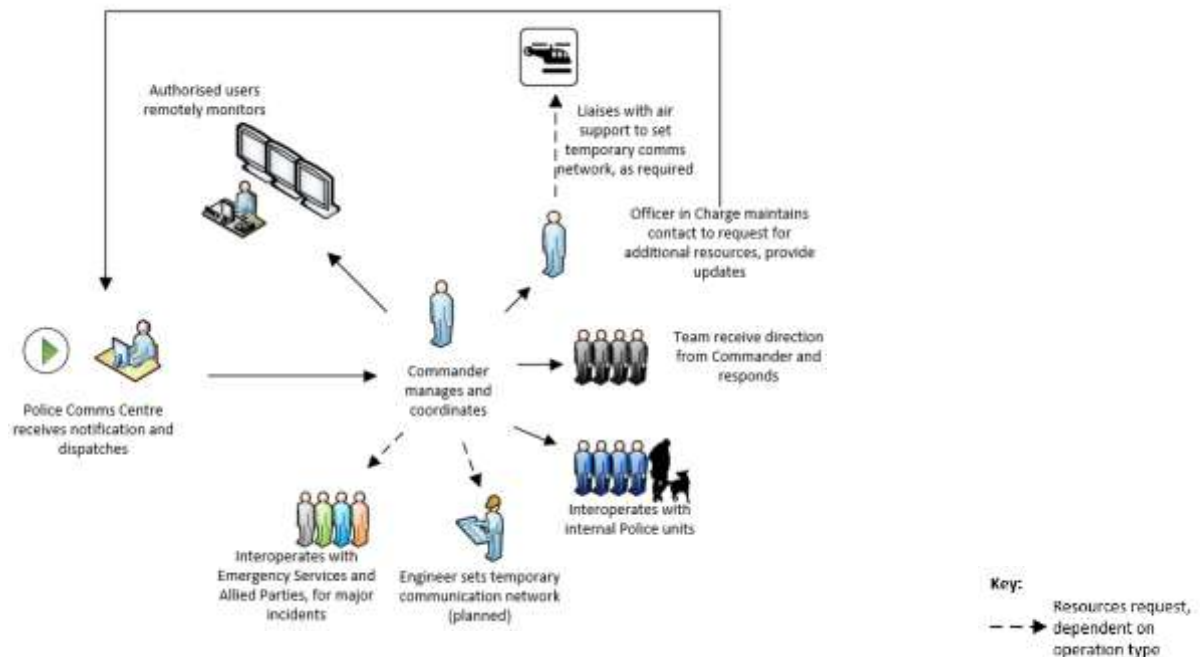
2.5 NZP05 Response - Police Specialist Groups (planned/unplanned)

The table below describes a generic use case on how Police Specialist groups will use the communication capabilities to respond.

Use Case: In this scenario, the Police Specialist Groups responds to a planned/unplanned (mobile or static) major incident.

Actors: Police Communications Centre (Comms Centre), Police Specialist Groups, Internal Police units, Engineer, Authorised users.

Use Case diagram:



Mainflow:

The Communications (Comms) Centre:

- 1.1. Receives **INP02 Computer Aided Dispatch System (CAD)** notification of an unplanned critical incident.
- 1.2. Uses **single number reach** to dispatch.

The Commander:

- 1.3. Receives initial phone call through the **single number reach** from the Comms Centre.
- 1.4. Uses **CC16 – Send/Receive Broadband data (wide area)** or **CC26 – Send/Receive Broadband data (local area)** to:
 - 1.4.1. Send a ‘message’ on a cloud-based platform to notify team and/or other internal Police units to deploy;
 - 1.4.2. Set-up group text(s) with PRN number to access the page; and

- 1.4.3. Police mobility apps to share images, videos if available, group call.
- 1.5. Access **maps** to identify a safe forward point (SFP) with good communications coverage. This can be through **ORP09 – Coverage Maps**.
- 1.6. Uses **WTG01 – Wide Area Group Calling Functions** to communicate with the team and/or **WTG02 – Wide Area Talkgroup Areas** to communicate with Police units supporting the incident from another location, when required, either from the vehicle device or handheld device.
- 1.7. Identifies location of team at the scene by **CC14 – Send/Receive Portable Device Location (wide area)** or **CC24 – Send/Receive Portable Device Location (local area)**.
- 1.8. Receives live video stream (**CC17 – Send/Receive Live Video**) of aerial footage.
- 1.9. **WTG07 – Remotely Change Talkgroup** on behalf of resources on field, when they can't.
- 1.10. **SEC05 – Control Access to Specific Talkgroups** by encrypting **DP01 – Cell Phone – Agency issued** or **DP03 – Land Mobile Radio – Portable** and **DV03 – Land Mobile Radio – Vehicle Terminal**. Note. The commander ensures on network and local area encryption for handhelds and mobiles/vehicles in bulk.

The Officer in charge:

- 1.11. **CC16 – Send/Receive Broadband data (wide area)** or **CC26 – Send/Receive Broadband data (local area)** to acknowledge the 'message' on a cloud-based platform.
- 1.12. **CC03 – Make/Receive Phone Call** to DCC or Police Comms Centre to provide updates or request for additional resources.
- 1.13. Uses, either from the vehicle device or handheld device:
 - 1.13.1. **CC01 – Make/Receive Wide Area Group Call** with **WTG01 – Wide Area Group Calling Functions** to communicate with the Police Comms Centre without **PER01-PTT Call latency**.
 - 1.13.2. **CC01 – Make/Receive Wide Area Group Call**, or **CC18 – Make/Receive PTT Group Call (local area)**, if out of coverage, to communicate with other Police specialist units at the scene without **PER01-PTT Call latency**.
- 1.14. **CC04 – Take part in Audio Conference** when communicating with other Police resources.
- 1.15. Arranges to set-up **DN01 – Deployable Cell Site** or **DN02 – Deployable Land Mobile Radio Repeater** using **DN04 – Portable Network Interconnect Gateway**, when needed, in the Command truck.
- 1.16. Requests for additional external support communications support (i.e. portable repeaters).
- 1.17. Maintains ground-to-air communications.
- 1.18. Communicates via **DP10 – Satellite Phone** in areas when required.
- 1.19. Logs/records decisions through **LAR02 – Automatic Recording of non-Communication Centre PTT Calls**.
- 1.20. Communicates with other agencies at the scene through **WTG14 – Wide area liaison Talkgroups**.
- 1.21. Maintains communications **DRR03 – Range of Network Extension Capabilities** whilst using **DP01 – Cell Phone – Agency issued** or **DP03 – Land Mobile Radio – Portable** or **SD12 – High Frequency Radio**

- **Portable** when moving away from the vehicle (or Police motorbikes) to the incident outdoors or indoors (i.e. a building) **ENV02 – Resistance to Interference or Obstruction** to make:

1.21.1. Secure wide area PTT group call back to Comms Centre; or

1.21.2. Access data to look up information about the area or other offenders at the incident.

The Team:

1.22. **CC16 – Send/Receive Broadband data (wide area)** or **CC26 – Send/Receive Broadband data (local area)** to acknowledge the ‘message’ on a cloud-based platform.

1.23. Uses **SEC05 – Control Access to Specific Talkgroups** to communicate back to Commander at base without **PER01-PTT Call latency**.

1.24. Uses **CC05 – Send/Receive SMS message** to securely text message or **CC06 – Send/Receive MMS message** to send images, videos back to Commander.

1.25. Some Police Specialist Teams, such as the Police Dog Squad, Activates **DP26 – Personal Location Device/DP27 – Wearable**, prior to tracking.

1.26. Maintains communication **DRR03 – Range of Network Extension Capabilities** whilst using **DP01 – Cell Phone – Agency issued** or **DP03 – Land Mobile Radio – Portable** when moving several kilometres away from the vehicle to the incident outdoors or indoors (i.e. a building) **ENV02 – Resistance to Interference or Obstruction**.

1.27. **USA08 – No User Interaction Required to Keep Using a Service** by seamlessly switching from secure wide area talkgroup to local area talkgroup on **CC18 – Make/Receive PTT Group Call (local area)** or **CC19 – Make/Receive One-to-One PTT Group Call (local area)**, particularly, when moving in and out of coverage when carrying operational equipment.

1.28. Identifies location at the scene by **CC14 – Send/Receive Portable Device Location (wide area)** or **CC24 – Send Receive Portable Device Location (local area)**.

1.29. **CC11 – Send/Receive Duress Message (wide area)** back to Police Comms Centre or **CC21 – Send/Receive Duress Message (local area)** back to Commander, when needed, potentially through **CC07 – Send/Receive Narrowband data (wide area)** or **CC20 – Send/Receive Narrowband data (local area)**.

The Authorised users: See [NZP03 – District Command Centre](#) use case.

The Internal Police units at scene:

1.30. **CC16 – Send/Receive Broadband data (wide area)** or **CC26 – Send/Receive Broadband data (local area)** to acknowledge the ‘message’ on a cloud-based platform.

1.31. Uses **CC01 – Make/Receive Wide Area PTT Group call** or **CC18 – Make/Receive PTT Group Call (local area)** to communicate with other Police units at the scene.


The Engineer:

- 1.32. **CC03 – Make/Receive Phone Call** to provide support to planned operations. Available on-call if required for unplanned operations.
- 1.33. Sets-up **DN01 – Deployable Cell Site** or **DN02 – Deployable Land Mobile Radio Repeater** using **DN04 – Portable Network Interconnect Gateway**, when needed.

2.6 NZP06 Response - Diplomatic Protection Services (DPS)

Description

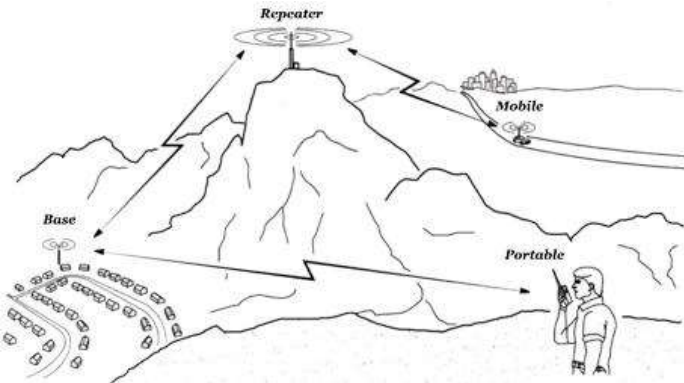
The Diplomatic Protection Services (DPS) operate VIP (Very Important Persons) security operations to ensure their safety and protection. VIPs are usually Guests of the Government who include Governor-General, Prime Minister, and members of the Government Executive as well as the diplomatic community.

<p>Use Case: In this scenario, the DPS communicates during a VIP security operation.</p>
<p>Actors: Diplomatic Protection Service (DPS).</p>
<p>Use Case diagram:</p> <div style="text-align: center;">  <p>DPS communicate discreetly using communication devices</p> </div>
<p>Mainflow:</p> <p>The <u>Diplomatic Protection Squad</u>:</p> <ol style="list-style-type: none"> 1.1. Uses CC01 – Make/Receive Wide Area Group Call/CC02 – Make/Receive Wide Area One-To-One PTT Group call without PER01-PTT Call latency to communicate between DPS units to base using discreet ear piece and mic or CC18 – Make/Receive PTT Group Call (local area) / CC19 – Make/Receive One-to-One PTT Call (local area) when there are call latency issues and in poor coverage areas. 1.2. USA08 – No User Interaction Required to Keep Using a Service by seamlessly switching from secure wide area talkgroup to local area talkgroup when moving in and out of coverage. 1.3. Uses SPC08 – Non-verbal communications when with VIP. 1.4. Uses WTG01 – Wide Area Group Calling Functions to communicate back to Comms Centre without PER01-PTT Call latency if additional support is required. 1.5. Makes CC03 – Make/Receive Phone Call to communicate back to Supervisor. 1.6. Uses CC16 – Send/Receive Broadband data (wide area) or CC26 – Send/Receive Broadband data (local area) to access Police mobility apps, third-party apps. 1.7. Uses secure WTG14 – Wide area liaison Talkgroups to communicate with other agencies at the scene. 1.8. Maintains communications between units at the scene DRR03 – Range of Network Extension Capabilities whilst using DP01 – Cell Phone – Agency issued or DP03 – Land Mobile Radio – Portable when moving away from the vehicle to the incident outdoors or indoors (i.e. a building) ENV02 – Resistance to Interference or Obstruction to make:

- 1.8.1. Secure wide area PTT group call back to Comms Centre; or
- 1.8.2. Access data to look up information about the area incident.
- 1.9. Does **not** identify current location or movement.

2.7 NZP07 Response - Search and Rescue (SAR)

The table below describes the use case for Search and Rescue (SAR) operation.

<p>Use Case: In this scenario, the field personnel respond to a SAR operation (urban or rural).</p>
<p>Actors: Search and Rescue (SAR) Incident Controller, Field personnel (such as Police Search and Rescue (SAR) squad, LandSAR, AREC, Surf Life Saving, Coastguard).</p>
<p>Use Case diagram: the field personnel responds to a SAR operation.</p> 
<p>Mainflow:</p> <p>The <u>Communications (Comms) Centre</u>:</p> <ol style="list-style-type: none"> 1.1. Receives INP02 Computer Aided Dispatch System (CAD) notification of an unplanned critical armed offender incident. 1.2. Uses single number reach to dispatch. <p>The <u>Search and Rescue (SAR) Incident Controller</u>:</p> <ol style="list-style-type: none"> 1.3. Receives initial phone call through the single number reach from the Comms Centre. 1.4. Uses CC16 – Send/Receive Broadband data (wide area) or CC26 – Send/Receive Broadband data (local area) to send a ‘message’ on a cloud-based platform to notify team including external agencies, such as LandSAR, AREC. 1.5. Access maps to identify a safe forward point (SFP) with good communications coverage. This can be through ORP09 – Coverage Maps. 1.6. Identifies location of team at the scene through CC14 – Send/Receive Portable Device Location (wide area) or CC24 – Send/Receive Portable Device Location (local area). 1.7. Maintains ground-to-air cover using talkgroups. <p>The <u>Field personnel</u>:</p> <ol style="list-style-type: none"> 1.8. Uses CC16 – Send/Receive Broadband data (wide area) or CC26 – Send/Receive Broadband data (local area) to send a “message” to receive and respond to the communication from the SAR Incident Controller.

- 1.9. Uses **CC01 – Make/Receive Wide Area Group Call** or **CC02 – Make/Receive Wide Area One-to-One PTT Group Call** in areas of coverage with **WTG01 – Wide Area Group Calling Functions** without **PER01-PTT Call latency**. If areas without coverage uses **CC18 – Make/Receive PTT Group Call (local area)** and/or **CC19 – Make/Receive One-to-One PTT Call (local area)** to communicate with the team at the scene.
- 1.10. Communication environment can be in urban settings or in rural such as under forest canopy **ENV02 – Resistance to Interference and Obstruction**. At times **SD12 – High Frequency Radio – Portable** is used.
- 1.11. **CC12 – Send/Receive Free-Form message (wide area)** or **CC22 - Send/Receive Free-Form message (local area)** to Commander with any updates, such as their location or evidence, when at the scene.
- 1.12. Uses **INT03-Voice communication with Allied Parties (local Area)** to communicate with other agencies, such as LandSAR, AREC, Surf Life Saving, Coastguard.
- 1.13. Uses secure **CC01 – Make/Receive Wide Area PTT Group Call** or **CC18 – Make/Receive PTT Group Call (local area)** to communicate with other Police specialist units at the scene.
- 1.14. Walks up a hill or to a suitable location to set-up one of multiple **DN02 – Deployable Land Mobile Radio Repeater** or **DN01 – Deployable Cell Site**, when needed.
- 1.15. Requests for additional support comms support (e.g. external helicopter company) to set-up deployables at a location (e.g. a hill).
- 1.16. **CC11 – Send/Receive Duress Message (wide area)** or **CC21 – Send/Receive Duress Message (local area)** back to Police Comms Centre and/or Commander, when needed, potentially through **CC07 – Send/Receive Narrowband data (wide area)** or **CC20 – Send/Receive Narrowband data (local area)**.
- 1.17. Sets-up **DP18 – Nomadic Satellite Broadband Terminal – Portable** or uses **DP10 - Satellite phone** for communications.

2.8 NZP08 Response - Air Support Unit (Eagle)

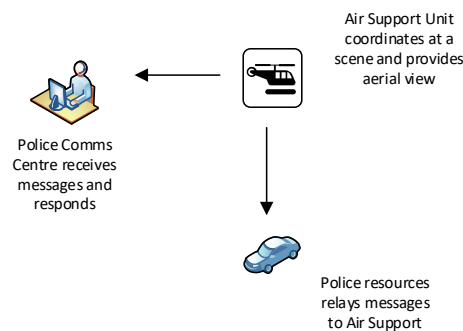
Description

The Air Support Unit, also known as Eagle, is a business unit in Police which provides support to Police units responding to an incident. They are currently based in Auckland and potentially expanding to the South Island.

Use Case: In this scenario, the Air Support Unit (Eagle) provides support to dispatched Police constabulary employees (resources) at a critical incident.

Actors: Air Support Unit (Eagle), Police constabulary employees attending the incident, Communications Centres.

Use Case diagram:



Mainflow:

The Air Support Unit (Eagle):

- 1.1. Receives notification from Police Comms Centre using **CC01 – Make/Receive Wide Area PTT group call**.
- 1.2. Access **maps** to identify good communications coverage through **ORP09 – Coverage Maps**.
- 1.3. Enables **CC16 – Send/Receive Broadband Data (wide area)** or **CC26 – Send/Receive Broadband Data (local area)** to send the link of **CC17 – Send/Receive Live Video** to authorised resources (e.g. Comms Centres, District Command Centres (DCC), National Command and Coordination Centre (NCCC), Police units at the scene).
- 1.4. Uses **WTG01 – Wide Area Group calling function** to communicate with other Police specialist units at the scene, including Police Maritime Unit.
- 1.5. Supplies current location through **CC13 – Send/Receive Vehicle location (wide area)**, **CC14 – Send/Receive Portable Device Location (wide area)**, **CC23 – Send/Receive Vehicle Location (local area)**, **CC24 – Send/Receive Portable Device Location (local area)**.
- 1.6. Deploys at approximately:
 - 1.6.1. 1500 to 2000 feet during the day uses **CC01 – Make/Receive Wide Area PTT group call**, **CC16 – Send/Receive Broadband Data (wide area) / CC18 – Make/Receive PTT Group Call (local area)** and/or **CC19 – Make/Receive One-to-One PTT Call (local area)** or **CC26 – Send/Receive Broadband Data (local area)**; and

- 1.6.2. Upon authorisation, up to 5,000 feet during night for noise control purposes.
- 1.7. Receive support from Police Comms Centre to **WTG07 – Remotely Change Talkgroup** on their behalf, when in flight.
- 1.8. **CC11 – Send/Receive Duress Message (wide area)** back to Police Comms Centre or **CC21 – Send/Receive Duress Message (local area)** back to Commander, when needed, potentially through **CC07 – Send/Receive Narrowband data (wide area)** or **CC20 – Send/Receive Narrowband data (local area)**.

2.9 NZP09 Response - Police Maritime Unit

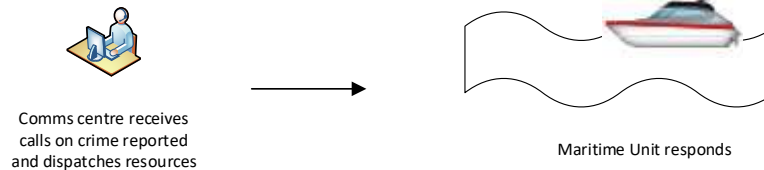
Description

The Police Maritime Unit services is a business unit in Police which provides support to Police units responding to an incident.

Use Case: In this scenario, the Maritime Unit (Launch) responds to a critical incident.

Actors: Communications Centres, Maritime Unit (Launch)

Use Case diagram: the Maritime Unit (Launch) responds to a critical incident.



Mainflow:

The Police Maritime Unit (Launch):

- 1.1. Receives a **CC03 – Make/Receive a phone call** from Police Comms Centre whilst on the Coast.
- 1.2. Access **maps** to identify good communications coverage through **ORP09 – Coverage Maps**.
- 1.3. Engages with other vessels through **VHF marine** radio or secure wide area talkgroup if Police communication device is present.
- 1.4. Maintains **air-to-ground** communications.
- 1.5. Uses **local area talkgroups** to communicate with other agencies Surf Life Saving, Coastguard.
- 1.6. Uses **CC01 – Make/Receive Wide Area PTT Group Call** to communicate to Police Comms Centre for further resources required.
- 1.7. Uses **CC06 – Send/Receive MMS message** for sending images or **CC16 – Send/Receive Broadband data** for video calling.
- 1.8. Supplies current location through **CC13 – Send/Receive Vehicle location (wide area)**, **CC14 – Send/Receive Portable Device Location (wide area)**, **CC23 – Send/Receive Vehicle Location (local area)**, **CC24 – Send/Receive Portable Device Location (local area)**.
- 1.9. Uses **WTG01 – Wide Area Group Calling Functions** talkgroup without **PER01-PTT Call latency** to communicate with other Police specialist units at the scene.
- 1.10. Deploys at approximately:
 - 1.10.1. 12 nautical miles; and
 - 1.10.2. Upon authorisation deploys at approximately 50 nautical miles.

1.11. **CC11 – Send/Receive Duress Message (wide area)** back to Police Comms Centre or **CC21 – Send/Receive Duress Message (local area)** back to monitoring point, when needed, potentially through **CC07 – Send/Receive Narrowband data (wide area)** or **CC20 – Send/Receive Narrowband data (local area)**.

2.10 NZP10 Service Management

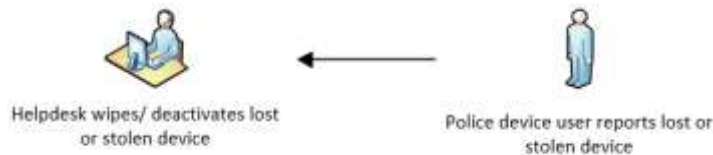
Description

This Use Case describes how devices are wiped or deactivated if they are lost or stolen.

Use Case: In this scenario, a Police device is either lost or stolen.

Actors: Police device user, the Helpdesk.

Use Case diagram:



Mainflow:

- 1.1. The Police device user contacts the helpdesk to log a job about their device being lost or stolen.
- 1.2. The helpdesk acknowledges the requests and remotely wipes/deactivates the device immediately **ODM01 – Management of Devices**.
- 1.3. The Police device user sources a secondary/replacement device from available Police stock or makes a request through the Device Supplier **OSM03 – Supply of Devices and Accessories**.
- 1.4. Once device is located, the Police device user contacts the helpdesk to log a job and reactivate the device.