



REACT

Reaction to Emergency Alerts using voice and Clustering Technologies

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REACT Pilot sites

WP7 - Deliverable D7.2

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Abstract: REACT aims to reduce risks to citizens and the environment by enhancing the interactivity of citizens with Emergency Services, and by providing added value to integrated information from disparate sources. It aims to normalise warnings from various sources, allowing their aggregation and analysis so that additional knowledge can be extracted and presented to PSAP operators. This knowledge can be used as an aid to situational awareness, pattern detection and the dispatching of resources.

This deliverable describes the activities put in place to prepare the pilot sites and to install the REACT platform in order to evaluate the performance of the applications provided.

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Executive Summary

The REACT pilot sites deliverable (D7.2) provides a comprehensive presentation of the activities performed to prepare the sites and to install the REACT platform within the users' premises.

There will be illustrated the infrastructure provided by the users as well as the solutions adopted to overcome the relevant constraints and satisfy the regional peculiar needs for the instalment, such as, but not limited to, communication, basemaps, handsets, automatic procedures for populating the repository.

The document is structured in the following way:

- The description of the Italian site - City of Venice (CNVVF), CNVVF is a National Corp, covering the entire Italian territory with a department in every Province. The City of Venice replaced Padua, since both have the very same operative procedures and legacy systems – as well as any other Italian Province. However, the selection of the testing site has been made according to the following criteria: (i) mid-sized city (ii) presence of both urban and industrial districts (iii) presence of tourists (iv) availability of established links with local Ambulance Services.
- The description of the UK site – Sussex (SPA), the addressed PSAP is managed by the local Police, therefore mainly focused on transport and public order. The main goal here is to allow the exchange of information with the neighbouring Counties (not in place today). Links with local Fire Brigades will also allow to explore the interoperability between different Emergency management teams.
- The description of the German site - City of Aachen (FWAC), the peculiarities of the Euregio Maas-Rhine region Aachen belongs to make this test site highly valuable for testing the strength of REACT in addressing multilingualism (the Region has native speakers in German, French and Dutch), cross-boundary alerts management, caller location outside the district (quite often callers from mobile phones reach Aachen calling from Maastricht or Liege).



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1 Introduction and scope

The purpose of this document is to provide an overview and a documentation of the activities carried out to prepare the pilot sites and to install the REACT platform within the users' premises.

2 Italian site - City of Venice (CNVVF)

2.1 Background

The Italian REACT pilot was planned so as to test the three REACT functionalities to be developed (Interoperability, Semantic Clustering and Voice recognition) in the real-life environment. Due to the unpredictable rate of recurrence of real emergencies, to assure the test of the above-mentioned functionalities over a broader range of incidents' typologies, it was planned to carry the test on for four months at least. In this way a significant impact would have been assured.

Moreover the pilot was based on an active involvement of three different organisation: the CNVVF Venezia PSAP, the neighbouring CNVVF Treviso PSAP (to demonstrate the benefits during cross-border emergencies) and the Ambulance Venezia PSAP (to demonstrate the benefits during cross-organisation emergencies).

In Italy, as well as in a good number of other Countries, tasks and duties for the management of emergencies are shared out among a great number of organisations, which enforce their authority over different area of competence (e.g. municipal, provincial, national) and different incident typologies. For examples, whereas a road accident involves the firemen provincial HQ, ambulance regional Control room and the municipality or National police, a chemical plant on fire involves the same above-mentioned organisation and the Municipal and regional civil protections, the environment protection authority and the Coast Guard too!

As a result the Interoperability REACT functionalities where seen with the greatest interest within the Italian pilot site.

Even though 'semantic clustering' is a concept much difficult to explain to the emergency manager professionals, when the relevant functionalities are applied to specific scenarios their utility appear crystal-clear, in particular for floods (when a huge number of incidents happen in a small area at the same time) or for pollutions (when the rescuers can become fully aware of the real dimension of the incident only coupling apparently unrelated calls placed over different organisations). Even though their impact is very high, such kind of emergencies scenarios happen much less frequently. As a result it was not reasonable to expect exactly those foreseen scenarios to happen during the REACT pilot time span.

Voice recognition was of interest too, for the high number of tourists who visit daily Venezia.



2.2 Demonstration Plan

The original demonstration plan was to modify the Control Room SW actually owned and used by the CNVVF at National level (SO115 SW) to embed a specific SW function aimed to automatically export the data needed to implement the REACT interoperability functionalities so as to allow their testing without impacting on the actual rescue service. Due to unexpected delays in the implementation of other functionalities previously put on production, it was not possible to have them available before the trial start. Up to now the 'interoperability enabler' is planned to be embedded in the SO115 SW before the end of April 2009: this demonstrates that REACT was successful in convincing CNVVF on the real utility of it even though the project itself will not be directly benefit from it.

However those delays were known enough in advance to enable the project to develop the 'CAP Generator'. This SW had the cons of doubling the effort of CNVVF control room operators for the tests (they have to re-insert the call/incident data within the SO115 and the CAP Generator), while it had the pros of enabling a virtually unlimited number of different organisation to participate actively to the tests. As a result the CNVVF pilot has seen the involvement of a number of organisations higher than planned (ten instead of three).

The effort spent to enable the Voice recognition demonstration was aimed to a couple of directions. The development of a more performing voice engine needed the availability of a great number of real-life calls' recording with relative transcription. But emergency calls cannot be given away lightly. It was necessary to elaborate each call recording to delete all the sensitive data (telephone number and names in particular) before transcribing it. Again, to respect the privacy obligation, such a job was to be made by only authorised personnel, i.e. the firemen themselves. Only then it was possible to transcribe the calls and pass them to the voice experts.

As previously written, the CAP Generator enabled the extension of the interoperability trial to a larger number of organisations.. In fact the CAP Generator was given to the Provincial Firemen Corp of Bolzano/Bozen (bi-lingual Italian/German-speaking province near the Austrian border) and the Regional Firemen Corp of Aosta (bi-lingual Italian/French-speaking region near the Swiss/French border). The two firemen Corps have given their availability to offer a translation service for emergency calls taken at the Venezia CNVVF Control Centre. Even now, whenever a German-speaking or a French-speaking person calls for help to the Venezia CNVVF emergency number, the operator activates a conference call with the fellow firemen operator of the Bolzano/Aosta control centre, who interrogates the caller in his native language and fill the job accordingly on the CAP Generator, making it at once available to the Venetian colleague.

2.3 Technical Set Up

The preparation of the pilot site for the installation of the REACT environment at CNVVF Venezia's premise was carried out with the close collaboration between IES and people playing different roles inside CNVVF, including, but not limited to, the responsible of the IT sector and the network administrator.

Together with the normal deployment procedures to install REACT components, some problems were solved mainly related to the network setup, and the necessity to not impact on the usual work and procedures of the pilot emergency service.



2.3.1 Characteristics of the user environment

Two main problems, related to the existing user environment, were found while organising the deployment activity:

- the unavailability of the REACT C&C interface into the SO115 software used by CNVVF operators to handle emergency events. The REACT C&C interface is currently being built into SO115, but the customization process, at the moment of the installation, was not completed yet;
- the impossibility to use the on-site internet connectivity, provided to CNVVF by the Regione Veneto, due to security reasons.

As previously mentioned, to solve the first problem the CAP Generator has been installed to be used during the trials to generate incidents.

Moreover, a separate ADSL connection was set up, with the possibility to use public IP addresses in order to install the CAP Generator as an online service, i.e. accessible over the Internet, to allow the involved organizations outside Venezia to send incidents to the CNVVF Venezia PSAP.

It was also clear the need to setup REACT in a separate private local network, so as not to interfere with the pilot environment and the usual activities of the operators.

2.3.2 Overview of the REACT environment deployed

Figure 1 shows an overview of the hardware and software components installed, as well as the organisations connected to the REACT environment to be involved in the REACT trials.

Two complete REACT systems have been installed at CNVVF-Venezia's premises, to represent **CNVVF Venezia PSAP** and **Ambulance Venezia PSAP**.

Each of these REACT systems is composed by a REACT server running the server side components of REACT, and a client PC running the Voice Engine and the GIS Client, for the visualization of the incidents details and the result of the Voice recognition. A Web Browser is present as well for connection to CAP Generator.

The CAP Generator service has been built on a separate secure server machine, and connected to both the REACT LAN and the Internet. It is also remotely accessible by the other connected organisations, i.e. **CNVVF Treviso**, **CRVVF Aosta** (Corpo Regionale Vigili del Fuoco della Valle d'Aosta - Firemen Regional Corp of the French speaking Aosta region) and **CPVVF Bolzano** (Corpo Provinciale Vigili del Fuoco di Bolzano - Firemen Provincial Corp of the German speaking Bolzano/Bozen province), where common purpose hardware (client) PCs are required to insert incidents, which are then sent through the CAP Generator to the **CNVVF Venezia PSAP (REACT115)**, in the same way as when created from the **CNVVF Venezia REACT** client.

The CAP Generator has been also configured with the complete set of incidents codes for all the involved organisations, and implemented in such a way as to give the possibility to insert the information they usually need to carry out their work procedures.

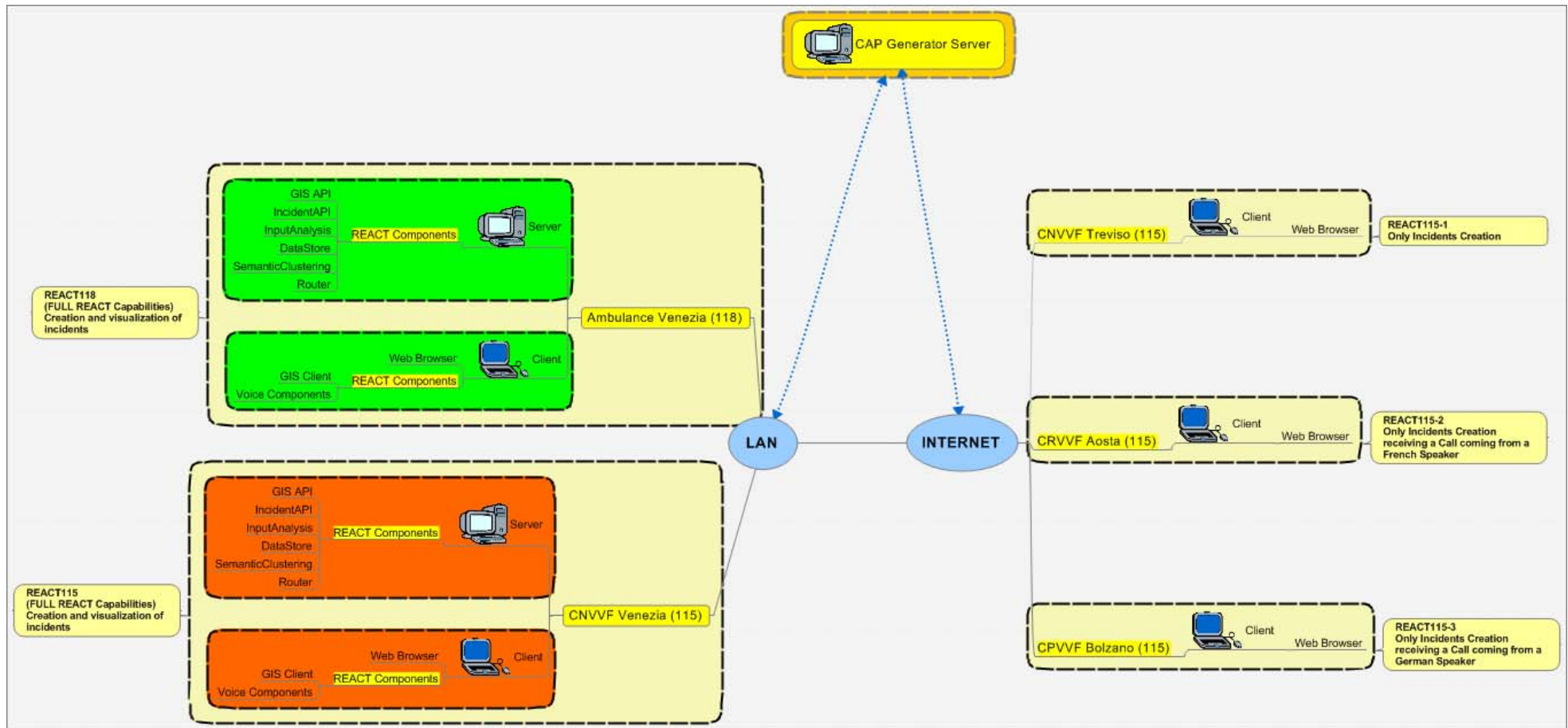


Figure 1: Overview of the installed components and interconnection between them



2.3.3 Network connectivity

A private Local Area Network has been setup for communication between REACT components, while the Internet connectivity has been provided by means of a 20Mbps ADSL, with static (public) IP addresses, 8 in total.

Some of the available public IP addresses have been used and, specifically:

- one public IP address for the server machine hosting the CAP Generator service, in order to make it accessible by the remote PSAPs, and for remote administration of the REACT network;
- one public IP address for each REACT server (REACT118 and REACT115 servers), for remote desktop administration.

Below are two photos, taken during the deployment activities, showing the REACT ADSL modem, and its connection to one of the racks, into the CNVVF server room:



Figure 2: REACT ADSL modem

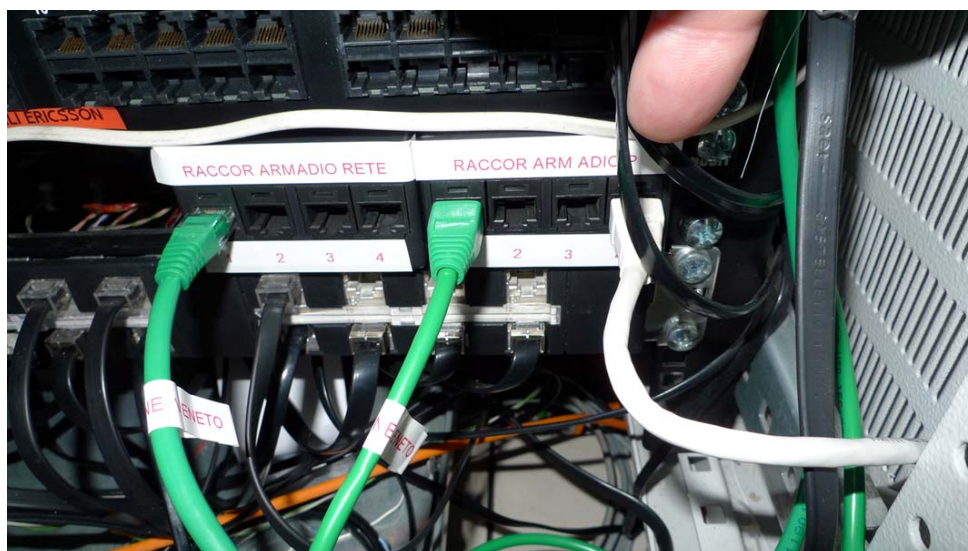


Figure 3: REACT ADSL connection to the rack



2.3.4 CAP Generator Server

In addition to hosting the CAP Generator service, this server implements some additional features. Specifically it has been also configured to act as:

- a gateway between the private REACT LAN and the Internet, with advanced routing functionalities;
- a firewall, in order to make the environment deployed at the user's premises as safe as possible

Below are listed the hardware and software characteristics of the CAP Generator Server:

➤ **Hardware**

- Intel Pentium Dual Core CPU 2.20 GHz
- 2 GB RAM
- 320 GB Hard Disk
- 2 Gigabit Ethernet Network Interface, one for the connection to the private REACT LAN, the other one for the Internet connection

➤ **Software**

- Linux Ubuntu-Server 7.10 Gutsy Gibbon – Kernel 2.6.22-14-server

2.3.5 REACT118 (Ambulance Venezia)

2.3.5.1 Server

The following REACT components have been installed on the server side:

- GIS API
- IncidentAPI
- InputAnalysis
- DataStore
- SemanticClustering
- Routing

The REACT118 server is an IBM server machine with the following hardware and (base) software characteristics:

➤ **Hardware**

- Intel Xeon CPU 2.66 GHz
- 1 GB RAM
- 60 GB Hard Disk
- 1 Gigabit Ethernet Network Interface

➤ **Software**

- Microsoft Windows Server 2003 Standard Edition – Service Pack 2
- Internet Information Service V6.0



2.3.5.2 Client

The following REACT components have been installed on the client side:

- GIS Client
- Voice Engine Office
- Voice Engine Telephony
- VoiceAPI

Below are the hardware and (base) software characteristics of the REACT118 client:

➤ **Hardware**

- CPU Intel Pentium dual core 1,80 GHz
- HD 160 GB
- RAM 2 GB
- 1 Gigabit Ethernet Network Interface

➤ **Software**

- Microsoft Windows XP Professional – Service Pack 2
- Internet Information Service V5.1

2.3.6 REACT115 (CNVVF Venezia)

2.3.6.1 Server

The following REACT components have been installed on the server side:

- GIS API
- IncidentAPI
- InputAnalysis
- DataStore
- SemanticClustering
- Router

The REACT115 server is a Dell server machine with the following hardware and (basic) software characteristics:

➤ **Hardware**

- Intel Xeon CPU 2.40 GHz
- 1 GB RAM
- 120 GB Hard Disk
- 1 Gigabit Ethernet Network Interface

➤ **Software**

- Microsoft Windows Server 2003 Standard Edition – Service Pack 2
- Internet Information Service V6.0

Below is a picture of the REACT115 server taken during the deployment days:



Figure 4: The REACT115 Server machine

2.3.6.2 Client

The following REACT components have been installed on the client side:

- GIS Client
- Voice Engine Office
- Voice Engine Telephony
- VoiceAPI

Below are the hardware and (basic) software characteristics of the REACT115 client:

➤ **Hardware**

- CPU Intel Pentium dual core 1,80 GHz
- HD 160 GB
- RAM 2 GB
- 1 Gigabit Ethernet Network Interface

➤ **Software**

- Microsoft Windows XP Professional – Service Pack 2
- Internet Information Service V5.1

2.3.7 REACT115 (Bolzano, Aosta and Treviso)

No particular installation work was required on **CNVVF Trento**, **CRVVF Aosta** and **CPVVF Bolzano** sites. In order to use REACT during the trials, only already on-site client machines, with the availability of a Web Browser for the connection to the CAP Generator, are required.



2.3.8 Voice component setup

To test the voice engine with real-life calls a further effort was needed: during the planned trials the voice engine had to receive the live-audio of the emergency calls (both the voice of the operator and the voice of the caller) and those only. The ITC system presently in use within the CNVVF control rooms is strictly integrated: on the audio input/output channel of each terminal converge emergency calls from all the available lines as well as other lines, intercom, siren activators and light alarms. As a result the CNVVF had to make install within one of the terminals a specific ITC board which enabled the extraction of the only emergency calls answered by the same terminal and their output on a single telephone line. This solution impose a further technical constraints to the trials, in fact it was possible to use one only terminal for the Voice recognition test.

Some problems have arisen during the installation of the Voice components because of the difference between real voice signal and recording conversations. Voice components were not able to automatically detect start of call accurately, and therefore a backup solution was adopted consisting in using a Voice GUI to manually start and end the speech engine when a call starts and stops.

2.4 Demonstration and trials

A complete demonstration of the main REACT functionality was shown to CNVVF users during the training event held on 23th January, 2009, at the end of the installation works.

Then, trials activities started on 31th January, 2009. The original plan was to have one full month of trials, but currently interoperability tests are still going on, due to the fact that many Italian emergency services expressed their interest on REACT, and had access to the tests activities at the mid-end of February.

In the original design, the following organisations were included in the trials scenario:

- CNVVF Venezia;
- Ambulance Venezia;
- CNVVF Treviso;
- CPVVF Bolzano - the Firemen Provincial Corp of the German speaking Bolzano province;
- CRVVF Valle d' Aosta - the Firemen Regional Corp of the French speaking Aosta region;

Trials are carried out in a real work scenario, that is, in parallel with normal emergency services activities. In general, each emergency call received is first handled according to the usual work procedures by the command and control operators; then, for all the events which require the collaboration with other emergency services, incident details are sent to REACT.

Intervention of operators from CPVVF Bolzano and CRVVF Valle d' Aosta is required upon reception of a call in foreign language (German or French): the call is first forwarded to an operator in the control room of either Bolzano or Aosta, where information is collected and submitted to REACT by means of the CAP Generator, so as to be seen and handled by the control room operators in Venezia.



3 UK site – Sussex (SPA)

3.1 Background

The aim of the UK REACT demonstration was to achieve a user focused demonstration of the three REACT developments:

- Voice
- Interoperability
- Clustering

in the most realistic operational setting as possible as this would maximise the opportunity to test whether REACT met the user requirements, set out at the beginning of the project and which formed the foundation of the developments that followed during the subsequent two years.

The objective was to demonstrate this with the active involvement of the Fire and Rescue and Ambulance Services in the U.K. as this would maximise the potential benefits of the three applications where incidents affecting more than one service were involved.

Interoperability, or the ability to efficiently send and receive critical incident information across different Command and Control systems was of particular interest in the UK as this has for some time been sought after by all three services and had been and continues to be something which is seen as desirable. Clustering or the ability to enable the 'intelligent' linking of incidents and to show these visually on a GIS screen was also something the Police and Fire and Rescue Service in particular might use in real time and slow time in order to deal more effectively in managing incidents (particularly large or moving scenarios), current investigations, post incident investigations and future crime and incident analysis. Voice and key word recognition whilst seemingly less relevant compared to other European countries (who share common borders) was also of interest because of the increasing multi ethnic/lingual population within the U.K..

3.2 Demonstration Plan

Planning for running the demonstration began in early 2008 during the REACT development stage. Following disappointing responses from local Fire and Rescue services, co-operation was eventually found from the South East Counties Ambulance Service and the Strathclyde Fire and Rescue Service. These organisations helped the REACT developers and users to plan and develop applications that took into account, their own systems and operating procedures, their needs as a service as well as their feedback about the concept of the three REACT applications.

The original demonstration plan that evolved was to host the REACT demonstration in a Police Control Room environment and connect REACT to the development server of the Sussex Police 'live' Command and Control system with one way feeds to three laptops on which would run two realistic though dummy command and Control systems for the Fire and Ambulance Services whilst the third would demonstrate the Voice software developed by Voice Insight.

However difficulties were encountered at the end of 2008 with: the shortage of time to run an integrated and interoperable demonstration (anticipated extension of the project was not approved)



together with concerns from Sussex Police about perceived security and connection issues in connecting to a ‘live’ Police system. Moreover the need to curtail further REACT development time together with ACPO ITS’s concerns of demonstrating to an experienced and well informed audience of users, for applications that were still being developed and refined, led to the decision to hold a less ambitious though hopefully equally effective localised REACT demonstration.

3.3 Technical Set Up

The layout of the REACT environment installed in Sussex is reported below:

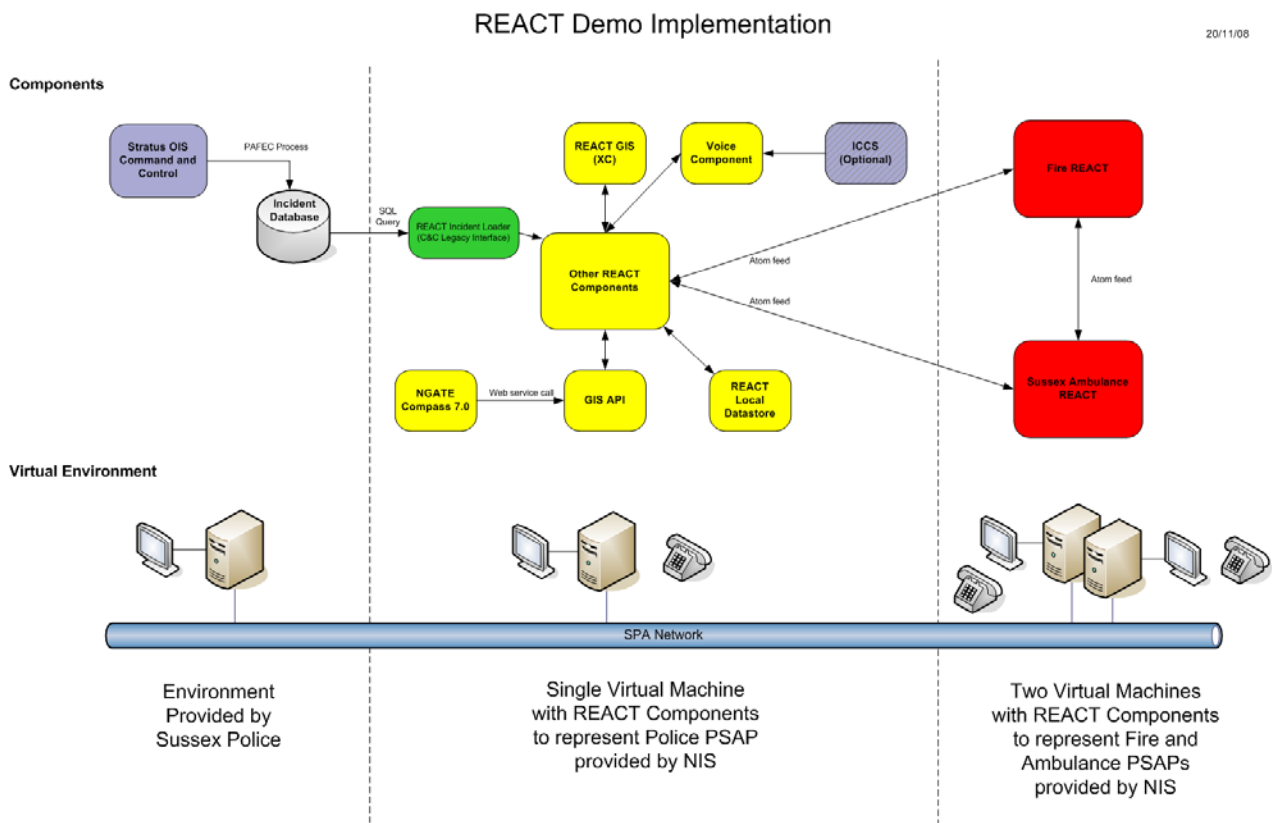


Figure 5: Overview of components and interconnections between them for SPA trial

The technical set up was very simple. With respect to the original planned setup shown in the above picture, the only difference was that, as access to the Sussex Police command and control system was not available, it was necessary to make use of a C&C simulator/Cap Message generator. This simulator was implemented for each PSAP: three Command and Control incident interfaces replicating three user organisations had been created to represent the three Emergency Services (Sussex Police, Strathclude Fire and Rescue and South East Counties Ambulance Service).

The three related REACT systems were deployed on the developers own laptops and connected to three visual display units for improved visual display for the attendees. Interoperability and Clustering applications were connected via a connection box while Voice ran independently of these.



3.3.1 Hardware and base software characteristics of the installed PSAPs

Three laptops have been used, each of them with full capabilities REACT systems installed. Below are listed the hardware and software characteristics of the three PSAPs:

➤ **Hardware**

- Pentium dual core, CPU 2.80 GHZ
- 2 GB RAM
- 30 GB Hard Disk
- 1 Gigabit Ethernet Network Interface

➤ **Software**

- Microsoft Windows Server 2003 Standard Edition – Service Pack 2
- Internet Information Service V6.0

3.4 Demonstration and trials

A one day demonstration event was held on 24th February at the offices of ACPO ITS in Lancing, Sussex, UK.

The demonstration event used real life, though fictitious incident logs, developed by the users, for a town in South East England. These were presented in a scenario build, beginning with a simple report of rowdy youths in a Public House and building this into a more complex set of linked incidents involving the three Emergency Services and then increasing the scenario complexity by including other unconnected incidents.

During this process the importance of the various features of Interoperability and Clustering were highlighted to the audience together with an in depth account of the ‘intelligence’ that lay behind the applications which was reinforced by use of boardwork prepared on the office wall. The demonstration was conducted by ACPO ITS, Voice Insight, Northgate and OCC. No training was provided to users as the demonstration was a one day event. The final element of the demonstration came from Voice Insight where key word and language identification was shown in both scripted and free text (and where the audience were invited to test the voice capability). This was the first time ACPO ITS had witnessed the use of the second methodology of the voice component.

In addition at the end of the demonstration sessions, requests for additional incidents were taken and added as appropriate.

An evaluation was completed by those who attended and these form the basis of contributions to the Evaluation report (5.4).



4 German site – city of Aachen (FWA)

4.1 Background

The Fire&Rescue Service Aachen is one of the largest of the Euregio Maas-Rhine. The duties of the fire-brigade cover the execution of the medical emergency service – together with NGOs – and fire fighting and technical assistance.

The control room for the city Aachen is responsible to handle emergency calls, dispatch the appropriate resources and direct the emergency response from normal emergencies up to crisis management.

The Fire Brigade Aachen has 300 professional and 450 fire-fighters, all of them led by the fire chief of Aachen. There are three fire stations manned with professional fire fighters and 12 fire houses of the volunteers.

The professional fire fighters are multi-skilled and perform emergency response in all areas while the volunteers are focussed on fire fighting and the NGOs on medical emergency response. Prerequisite for personnel in the control room is diploma as fire fighter, crew commander and medical emergency assistant (Rettungsassistent).

Aachen with its more than 250000 inhabitants is the most western city of Germany situated at the country triangle of Belgium, Germany and the Netherlands. As 50 percent of the city border is also state border, cross-border cooperation with other fire services and medical response units belonging to the Euregio Maas-Rhine is needed.

Due to these peculiarities, the Aachen pilot site was identified since the beginning of the project as the ideal site to evaluate the capability of REACT in addressing multilingualism and interoperability between emergency services located in adjacent areas.

4.2 Demonstration plan

The original demonstration plan was to use the C&C legacy software used by the FWA personnel and connect it to the REACT environment.

In order to make it possible, the modification of the C&C legacy system was planned consisting on the addition of a software plug-in able to extract data inserted by the users and convert them in the format suitable for REACT, e.g. the CAP format. This should have been the setup to be used to run the trials for the Aachen pilot.

The original plan was changed due to some delays on setting up this procedure, mainly related to the strong security policy which didn't make easy to test the communication with the REACT environment during the development phase of the mentioned additional software component.

It was therefore decided to use, as in the case of CNVVF pilot site, the CAP Generator testing tool to simulate the main legacy C&C screen and submit incidents to REACT.

This has the advantage that the REACT environment can be tested remotely with an Internet browser, without affecting in any way the usual work and procedures of the pilot emergency service.

The plan to perform the demonstration of the Voice technology was changed as well to consider the use of a dedicated REACT computer with the Voice Engine installed, where the conversation from the telephony input, and the operator's speech are sent by means of an USB Audio adaptor.



4.3 Technical setup

4.3.1 Overview of the REACT environment deployed

As said previously, mainly because of technical problems with the internal firewall of the administration of Aachen a full integration of REACT in the local C&C system (Siemens Pfeil-Web) was not possible.

CAP Generator testing tool was provided instead. Specifically, a CAP Generator release in German language was built and provided for Aachen pilot demonstration. The CAP Generator service uses Google Maps for geocoding, therefore an Internet connection was provided by the technical staff of FWA to be used during the demonstration.

Two REACT servers were also built on virtual machines, to run two different PSAPs environments; each of them used the integration between REACT components and Google Earth to localize incidents on German maps.

CAP Generator was also configured in order to dynamically allow the simulation of the interoperability between two organisations chosen from the following list, only on the basis of the users which was logged into the CAP Generator service:

- Feuerwehr Aachen
- Kreis Aachen
- Feuerwehr Stolberg
- Feuerwehr Eschweiler

For Voice recognition, Voice Components were first installed on pilot site in Mid January, 2009. The technical configuration to clearly identify caller and call taker voice was provided by technical staff of FWA. This setup was used to perform tests on the Voice technology first methodology.

Before the final workshop in Aachen, in order to run trials with the second recognition methodology, Voice Components for the second methodology were setup separately on one developer own laptop with four different languages: English, French, Italian and German, communicating with other REACT components on virtual machines.

4.3.2 Network connectivity

Communication between the REACT systems, and between each REACT server and the CAP Generator was possible by setting up a dedicated local area network. Access to the Internet (for geocoding purposes) was obtained by using a dedicated router directly connected to the pilot ADSL line.

4.3.3 Cap Generator server

A laptop was used to install CAP Generator Server as a virtual machine. Below are listed the hardware and software characteristics:

- **Hardware**
 - Intel Pentium Dual Core CPU 2.20 GHz
 - 2 GB RAM
 - 200 GB Hard Disk
 - 1 Gigabit Ethernet Network Interface
- **Software**
 - Linux Ubuntu-Server 7.10 Gutsy Gibbon – Kernel 2.6.22-14-server



4.3.4 PSAPs

Two laptops were used as REACT servers, each of them set up in order to perform almost all REACT systems functionality, e.g. with all the REACT components but the Voice ones installed. The Voice components were installed in a separate client machine, as anticipated previously.

Below are listed the hardware and software characteristics of each laptop:

➤ **Hardware**

- Pentium dual core, CPU 2.80 GHZ
- 2 GB RAM
- 30 GB Hard Disk
- 1 Gigabit Ethernet Network Interface

➤ **Software**

- Microsoft Windows Server 2003 Standard Edition – Service Pack 2
- Internet Information Service V6.0

4.4 Demonstration and trials

A one day demonstration and trials event was held on 26th February at Feuerwehr Aachen. The demonstration was focussed on the cross-border aspect of information transfer in the neighbouring countries.

Interoperability between different PSAPs, even if not based on the use of a real C&C interface to create and submit incidents, was made realistic enough thanks to the fact that the complete set of incidents codes for different organisations of the Euregio Maas-Rhine was configured inside the CAP Generator, providing the users with the ability to use the incident types they are familiar with only on the basis of the user who was logged into the system.

Demonstration of the Voice technology was also carried out: audiences from different organizations who speak different languages were invited to do the test.

During the trials session a lot of interest for further testing of the interoperability concept by users outside the consortium was generated, e.g. Fire Brigades Antwerp (BE), Fire Brigades Eupen (BE), Medical Emergency Service Zuid-Limburg (NL), Regional Fire Service Zuid-Limburg (NL).

Trials for all these organisations, as well as in Czech Republic and Norway are going on also after the workshop, using the CAP Generator and CAP Viewer online services provided by IES; trials in Austria and Spain are also envisaged.