

**Protecting Citizens with Integrated Public Safety Solutions**  
**Zurich City Police**  
**Zurich, Switzerland**

Zurich is the largest city in Switzerland and ranks among the top-10 most liveable cities in the world. One key contributor to this achievement is the Zurich City Police.

With more than 2,200 employees, including 1,700 officers and 500 civil employees, Zurich City Police works to ensure the safety and security of more than 400,000 people. Responding to 160,000 emergency calls per year and nearly 60,000 incidents, the agency requires state-of-the-art technology to manage response times and effectively protect citizens and visitors. That's why Zurich City Police has partnered with Hexagon over the last decade to create a technologically advanced police force.

"In such a quickly growing urban environment as we face here in Zurich, it is crucial for us to continue optimizing our processes and procedures to make them more efficient and effective," said Lieutenant Colonel Andreas Moschin. "To achieve this, we utilize as much technology as possible."

**Growth Over Time**

The agency first reassessed its response and dispatching needs when Switzerland was awarded the host bid for the 2008 UEFA European Football Championship. To handle the anticipated increase in calls for service, Zurich City Police adopted Hexagon's computer-aided dispatch (CAD) solution and overhauled its control room. After much success with the new solution, it began looking for more ways to improve.

One way was through mobility. To provide its officers with real-time information while in the field, the agency adopted Hexagon's handheld mobile solution that eliminates reliance on laptops and gives officers access via their smartphones. Another major way was by solving a massive public safety problem: how to identify the location of callers without violating their privacy. With the adoption of Hexagon's SMS location capabilities, they were able to find a solution and respond more efficiently to calls for service.

"In Zurich, we work in a very dynamic environment, a large city with all its benefits, downsides, and challenges for the police force," Moschin said. "To meet those challenges, we must use our resources as effectively as possible. Utilizing the support provided by digital technology is an obvious solution."

**Multi-Agency Collaboration with LAFIS**

Zurich City Police also sought to improve collaboration with other emergency services organizations during major incidents and events. Working with the LAFIS Association, it selected Hexagon's major event management solution to better assess the collective capabilities of 30 diverse organizations and manage major events throughout their entire life cycles. As a result of this multi-agency effort, Zurich has already seen an increase in its number of major events hosted.

The Hexagon solution enables police, fire, ambulance, air rescue, rail security, and other organizations to seamlessly work together without changing their day-to-day operational processes or systems. Primarily used for major events, the situation and command information system provides Zurich City Police and its partnering agencies with a common operating picture to view where their GPS-tracked units are at any time and a messaging board tool that documents the event.

Depending on the situation, agencies can add other police, fire, or rescue organizations, providing them with a robust collaboration tool and in-depth information about other organizations' actions.

"During the event management, all involved parties have access to the common operating picture," said Zurich City Police Staff Sergeant Guido Schüepp. "It is crucial for us to be able to easily review the event, which means enabling us to take away lessons from the past event with an after-action review to refer to the case for a plannable operation in the future."

Zurich City Police and LAFIS use Hexagon's solution for 15 to 20 major events per year, including the Zurich Street Parade and Zurich Festival. These events can include millions of spectators at a time, making this technology a critical part of Zurich City Police's response.

## **Smart City Zurich**

[For the Smart City Index 2017](#), Easypark selected 500 cities from very high to medium development worldwide and analysed them based on criteria, such as: mobility, digitization, quality of life, etc. From this analysis, they ranked their top-100 Smart Cities, and it was little surprise that Zurich performed exceptionally well, ranking 4<sup>th</sup> overall on the list.

To continue building upon the city's Smart City designation, a cross-departmental strategy is underway in the largest Swiss city called '[Smart City Zurich](#)'. This initiative focuses primarily on the challenges facing the city, the increase of social, ecological, and economic added value as well as new ways to intelligently link organizations together.

The Zurich City Police is a key driver of this initiative. The success it's had with technology and its approach to policing allows the agency to serve as a leader for the city as it continues to grow. It's why the city will continue to grow into the future and maintain its 'Smart City' status.

"It certainly wouldn't be desirable to do the police work of today in a metropolis such as Zurich without digital technology. We would not want to return to those times," said Moschin. "The Zurich City Police has always kept up with innovation, and we have always been able to benefit from it."