



Prison Service Department Singapore

A government agency managed by the Ministry of Home Affairs that runs Singapore prisons and drug rehabilitation centers

Singapore Prison Services enhances emergency response with TETRA communication systems.

BACKGROUND

Singapore Prison Services is a government agency that runs Singapore's 14 prisons and drug rehabilitation centers. It falls under the direct management of the Ministry of Home Affairs.

There are three parts to the agency's mission – to be a partner in criminal justice, to protect society through safe custody and rehabilitation, and prevention and aftercare.

Their vision is equally illuminating – “We aspire to be captains in the lives of offenders committed to our custody. We will be instrumental in steering them towards being responsible citizens with the help of their families and the community. We will thus build a secure and exemplary prison system.”

In line with the Singapore Prison Service's mission and vision statements, the first cluster of the new Changi Prison Complex, complete with enhanced security features was launched in August 2004. The sophisticated security systems in place have made it one of the world's most secure prison institutions. Cluster B of the new prison complex is expected to be completed by end 2008, and Cluster C, now still in its planning stage, is to follow.

CUSTOMER NEEDS

- To use technology to allow officers to spend more time helping inmates re-integrate into society, in line with the agency's vision to be “Captains of Lives”.
- To build a secure and exemplary prison structure.

The Prisons Authorities can only focus on rehabilitation if the security concerns are well taken care of. The latest computerized security and monitoring features at Cluster A will do exactly that. The security system at Cluster A makes it even more secure than the old Changi Prison.”

- Mr. Chua Chin Kiat, Director of Prisons, Singapore Prison Services





MOTOROLA SOLUTIONS

Work began in June 2003 for the Singapore Prison Service when it decided on a digital trunked radio communications system for its new Changi Prison Cluster A. Incidentally, it also marked the first TETRA (TERrestrial Trunked RAdio) system installed for a public safety agency in Singapore.

The new TETRA system that was deployed in Changi Prison Cluster A was completed and fully operational by August 2004. It was the first of four Clusters to be established in the new complex.

Designed for the high security environment, the radio network had encrypted features added on to ensure that voice transmissions are confidential for secure communications. It also included an emergency call/alarm feature and a voice recording function that records calls made in various specific talk groups for replay and review.

The successful implementation of the system at Cluster A led to a request from the Singapore

Prison Service to extend the same communication infrastructure for its elite team - the SPEAR (Singapore Prisons Emergency and Response) Force. Hence, additional TETRA base stations as well as Motorola's advanced TETRA portables and mobile radios were acquired to complete the communications infrastructure.

BENEFITS

- With the new system, officers are able to utilise the trunking functions to communicate securely, send real-time confidential information and critical voice communications for better ground control or to coordinate responses in critical situations.
- The enhanced integrated digital trunking communications network allows officers to be even more agile in their operations whilst maintaining order, security and control in the field.
- Resources are optimized to contribute to a more conducive environment for the management and rehabilitation of inmates.



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