

Adding Security and Communication to Local Fire Stations



THE SCENARIO

Located across seven cities were nine local fire stations that were staffed by firefighters 24/7. The firefighters were a mix of men and women who would change shifts every other week to live in their respective fire stations.

Too often, when emergency calls came from dispatchers, the firefighters at the station closest to the impending fire emergency would be absent while responding to another call. Dispatchers would then have to try and contact the other fire stations in the hopes that one of them was occupied with available firefighters. This caused delays in getting responders to react to emergency calls, which could become life and death situations in a raging fire event.

The fire chiefs recognized they needed a reliable method for dispatching calls to automatically be transferred to one of the other eight local fire stations. If firefighters at the first station were absent doing a deployed call, the next fire station would receive it. This way, no calls would go unanswered, and firefighters could react quickly and accordingly. The fire chiefs also wanted the same system to give them a way to reach each other from one fire station to the next without an additional phone line.

With the delay transfer feature, calls would be forwarded to the next local fire station, ensuring all emergencies were answered.

THE SOLUTION

Fire chiefs at each of the nine local fire stations worked with a professional security installer who suggested an IP video intercom system with PBX integration. Their PBX with delay transfer capability provided the exact forwarding feature they desired.

If an emergency call was dispatched to a fire station where no one could answer, it would be forwarded to the next fire station. The call would continue to transfer until answered. This ensured all emergencies were received, reducing delays in response times.

The intercoms could also be used to call between the fire stations, just like a telephone. This provided clear internal communication when firefighters needed to reach each other immediately.



Emergency Dispatchers



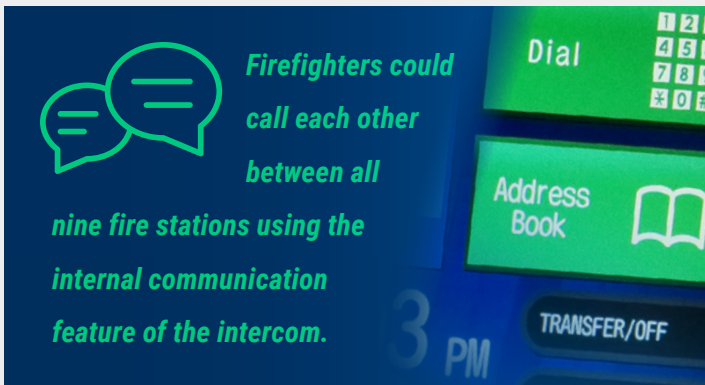
PBX with delay transfer integration helped dispatchers connect to an available fire station, helping improve response times.

Fire Stations



THE BENEFITS

- Integrating to a PBX with delay transfer allowed dispatchers to call directly to the intercoms located at the fire stations
- Delay transfer capability provided a reliable way for all emergency calls to be forwarded to a staffed fire station, ensuring all calls were received and responded to accordingly
- Firefighters could also use the same intercom as an internal communication system to call their colleagues who worked at the other locations



System Configuration Example

