

## Real-time Emergency Dispatch for Europe's Largest Fire Brigade



Bouches Du Rhône, one of Europe's largest fire brigades, manages major incidents and other emergencies in the south of France using Intergraph's command-and-control system.

### INTERGRAPH'S COMPUTER-AIDED DISPATCH SYSTEM SUPPORTS MORE THAN 5,000 FIREFIGHTERS

#### THE CHALLENGE:

Located in the south of France, Bouches du Rhône is not only favored by tourists, but is also an important industrial region. This region is renowned for its large forest fires – major incidents that demand a strong public safety organization like the Bouches du Rhône Fire Brigade, also known as the SDIS (Service Départemental D'incendie et Secours des Bouches du Rhône).

The Brigade's command-and-control center is located in Marseille. The center receives all emergency calls from within the department and responds to a wide range of events, including major forest fires, accidents at sea, mountain climbing accidents, industrial site events, and emergency medical services – often involving tourists. In the event of an emergency, the public dials 112, or historically 18 for fire, 17 for police, and 15 for emergency medical services. The Brigade manages both the 112 and 18 emergency numbers, and in the last several years has experienced an increased amount of emergency calls from the 112 number – not only from European tourists, but also the French public. When receiving a 112 call, the Brigade either manages the emergency if it relates to them or transfers it to the region's other public safety organizations.

#### THE PROJECT OBJECTIVES:

- Speed emergency response time
- Provide automatic location identification and messaging from the field
- Better manage large forest fires
- Increase firefighter and equipment availability

#### THE SOLUTION:

To help manage their large volume of calls, the Bouches du Rhône Fire Brigade implemented an intelligent computer-aided dispatch system from Intergraph, known as I/CAD. I/CAD uses

#### PROFILE:

**Name** – Bouches Du Rhône Fire Brigade, France

**Web site** – [www.sdis13.fr](http://www.sdis13.fr)

Located in Provence in the south of France, Bouches du Rhône is a region of 5,100 square kilometers renowned for its large forest fires. Its topography includes mountains, plains, and flat country, as well as the busy urban area of Marseille. The Bouches du Rhône Fire Brigade receives 800,000 emergency calls a year and responds to 120,000 incidents, some of which involve more than 200 vehicles.

**Size** – The Bouches du Rhône Fire Brigade manages 1,000 professional and 4,000 volunteer firefighters, based in 66 fire stations and using 1,400 vehicles.

#### KEY BENEFITS:

- Modernized safety procedures
- Balanced response to emergencies across the region
- Increased availability of firefighters and equipment
- Improved quality of information provided to local authorities
- Reduced incident handling costs
- Optimization of resources

#### PRODUCTS USED:

- Intergraph Computer-Aided Dispatch System (I/CAD)
- FireTactic

a highly graphical, digital map-based environment that helps speed calltaking and dispatch. It incorporates various telephony interfaces, including automatic location identification and messaging using GSM mobile phones. The vector map for the entire street network, plus main building footprints and aerial photos of the region, are also fully integrated into the system.

At the Brigade, 16 calltakers/dispatchers use the I/CAD system, as well as two supervisors, two remote dispatchers at the emergency medical agency of Marseille, and 20 remote Web-based positions. In addition, all 66 fire stations are connected to I/CAD via ISDN and analog radio. A portion of the Brigade's fleet of operational vehicles is also equipped with automatic vehicle location and mobile data terminals, allowing firefighters to change the status of the vehicle directly from the field.

In addition to the I/CAD system, Intergraph, in partnership with Brigade firefighting units, provided an additional module known as FireTactic to help the Bouches du Rhône Fire Brigade better manage large forest fires. FireTactic helps emergency services optimize their forest firefighting capability using quick, high-performance modeling and decision making. Based on conventional meteorological data (wind speed and direction, temperature, sun exposure, water reserves), the system helps the Brigade predict a fire's progress and provides tools to analyze situations and react in real time.

"We have been using the I/CAD system since 1998," says Lieutenant-Colonel Marc Vitalbo, head of the IT department of the Bouches du Rhône Fire Brigades. "The centralization of the 112 and 18 emergency call numbers and the centralized management of vehicles and firefighters could not have been carried out without this reliable and powerful system. The solution has proved its efficiency not only in daily operations, but also during crisis situations – forest fires, floods, and other major incidents."

Lieutenant Colonel Vitalbo also added, "The system has increased the availability of our firefighters and their equipment and allows us to run all operations in real time. It also improves the quality of the information provided to local authorities. And by ensuring we assign

the right type and quantity of units, based on event type and level of incident, it optimizes our resources and reduces our incident handling costs."

For more information, visit [www.intergraph.com](http://www.intergraph.com).

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## ABOUT INTERGRAPH

Intergraph Corporation is the leading global provider of spatial information management (SIM) software. Security organizations, businesses and governments in more than 60 countries rely on the company's spatial technology and services to make better and faster operational decisions. Intergraph's customers organize vast amounts of complex data into understandable visual representations, creating intelligent maps, managing assets, building and operating better

plants and ships, and protecting critical infrastructure and millions of people around the world.

