

Empowering the Modern Mobile First Responder

The nature of responding to emergencies is such that first responders have always been a workforce on the go. And whether they are in-station or on-call when an incident occurs, first responders need accurate and timely incident information. This can mean the difference between saving lives and tragedy.

In addition to instantly transmitting automated dispatch announcements to all relevant fire stations and in-station personnel via a variety of audible and visual devices, the PURVIS Fire Station Alerting System™ can alert mobile first responders, applying new mobile technologies that are integrated with our core system.

THE CHALLENGE OF ALERTING MOBILE FIRE AND RESCUE PERSONNEL

Getting information to mobile firefighters and EMTs has traditionally been a matter of radio communications. Handheld radios have been the lifeline between the first responder and central dispatch. However, communicating effectively via standard voice is not always a reliable and predictable method. Some of the problems departments face include:

- Legacy dispatch/alerting systems that force the CAD operator to speak can waste time since the operator has to make time for the activity
- Legacy systems may not have the intelligence to organize personnel for inclusion or exclusion depending on the nature and type of incident. This creates dispatch inefficiencies
- Radio systems can be spotty in quality and reliability, meaning that vital information can be lost or hard to discern.
- Remote first responders must take good notes on the call, or be supported by in-vehicle, mobile data terminal systems that can receive and retain the dispatch information.

ENHANCING RADIO COMMUNICATIONS

Radio communications can be improved with intelligent alerting systems, installed at the dispatch center, that “front-end” the radio systems, offering:

- Automated text-to-speech communications that can be multi-cast over the existing voice network
- Intelligent systems that direct notifications to the remote personnel who need them, based on their location, availability status, time of day, and type of incident

UPPING THE ANTE ON RADIO

What's more, today, public safety organizations have access to remote personnel via pager, cell phone, tablet or smart phone. Being able to send a text, or to dial a cell phone to initiate an automated, text-to-speech call are just two ways that fire departments can back-up their radio communications, ensuring effective delivery of the incident notice. A text message, reinforcing a voice call, is a useful way to ensure that the firefighter or EMT has the information they need for response. Further, these methods may actually be the primary channels to alerting volunteer personnel, or off-duty but on-call personnel. Not every alerting system can generate texts or make dial-up calls, so it is something to look for when considering a system.



LEVERAGING THE SMARTPHONE

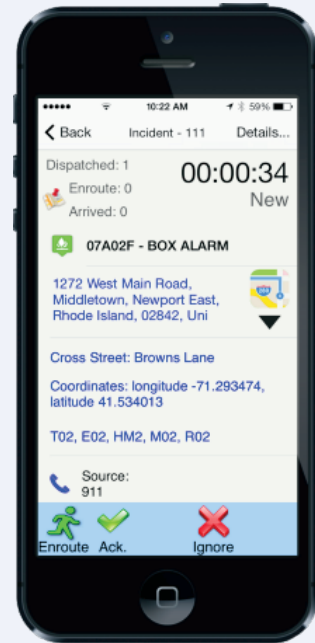
In the U.S. today, 56% of adults carry Smartphones. That means more than half are capable of receiving voice, text, data, graphics, and making intelligent use of that information. Armed with a mobile alerting app, like PURVIS' Remote Personnel App, these first responders gain real-time access to information that previously wasn't available to them while on the go. Plus this information drives additional benefits to the first responder, such as kicking off a mapping application, presenting driving directions and providing interactive, incident acknowledgement capabilities.

BUILDING MOBILE APPS FOR TODAY'S FIRST RESPONDERS

Today, fire departments and communication centers can take advantage of fire station alerting systems that incorporate mobile-support features. While the best offer a wide-range of capabilities, here are four of the key ones:

- **ALERTING:** Alerts can be delivered to a smartphone or tablet on multiple operating systems. Mobile users are notified via an audible tone, and a visual banner, and can then click to access incident details
- **USER OPTIONS:** The most sophisticated mobile apps allow users to:
 - View and drill down into incident unit or user details
 - Acknowledge receipt of the alert/incident, with indications as to whether the user is en-route or on-scene
 - Click on the incident address to map out directions, using a mobile mapping app of their choice
 - Take and send photos from the scene to the dispatch center
 - Make distress, "SOS" type calls, using a slide bar, back to your command center.
- **MODE SENSITIVITY:** At a minimum, these apps can be set for:
 - online mode (user is active),
 - offline mode (user is inactive and unavailable, such as when on vacation) and
 - static (use is not online but "alertable" through the app)
- **COMMAND CENTER WEB APP:** Today's first responder mobile apps, like the PURVIS Remote Personnel App, may be integrated with a Web interface designed to assist command centers by providing multiple perspectives on incident response. Through this interface, supervisors, fire chiefs, dispatchers and other authorized users can gain "situational awareness" of any incident with just a few clicks on the web version of the app. They can:
 - View all incidents and the location of mobile app users based on GPS location
 - Drill into incident or user details
 - Pull up a detailed list view of everything going on across the district
 - Generate dashboard reports based on historical and real-time information to determine utilization, average turnout times and other metrics that can drive department improvement

PURVIS REMOTE PERSONNEL APP



The PURVIS Remote Personnel App delivers the features identified above and is a modern application that works on Android and iOS smartphone and tablet platforms. It is fully integrated with the PURVIS Fire Station Alerting System™ and can operate in parallel with a standard radio network. In addition to providing important backup visual information to augment standard radio dispatch calls, the PURVIS Remote Personnel App makes communities safer because communications centers can now efficiently alert and support:

- Senior public safety officers who would want to be aware of an incident and have a tool for incident management
- Remote responders who are off-duty
- First Responders who are available on a volunteer basis and use their smartphone as their alerting device.