



Quick Facts:



6 FIRE STATIONS



APPROX
100
EMPLOYEES

24

HOUR FIRE &
EMERGENCY
RESPONSE
SERVICES



POPULATION OF
210,000 CITIZENS



RESPONDED TO
1760
INCIDENTS IN 2015

The Challenge:

"The methods we were using to manage incidents had become outdated, stagnant and restrictive in nature."

Niall Burke, Senior Assistant Chief Fire Officer, Kildare County Fire Service

The Solution:

Kildare County Fire Service has successfully implemented ICR: Fire and Rescue™, a mobile application to improve access to information, mobility and reporting of incidents.

"We had received many requests to make our systems more mobile. ICR was the logical answer."

Did you know? ICR: Fire and Rescue™ is currently used by 65% of all fire services in Ireland.



Customer Success Story

Kildare County Fire Service adopts mobile technology to support decision making and incident control



LIMITATIONS OF TRADITIONAL APPROACHES

Operating under a National Incident Command System, Kildare County Fire Service utilised an Incident Command Board (ICB) and Vehicle Mounted Data System (VDMS) to:

- Capture incident information
- Document decisions
- Create incident logs
- Report back post-incident to the control centre
- Store resources such as guidelines, databases and mapping systems
- Access 130 pre-fire plans for higher risk buildings

CHALLENGE NO. 1: INACCESSIBILITY

Traditional methods of whiteboards, paper-based systems and VMDSs take incident commanders and teams away from the fire ground and into vehicles. As they were difficult to access, resources that are designed to support decision making and incident control were not always used to their full capability.

CHALLENGE NO. 2: NON-INTUITIVE SYSTEMS

Security and password protected areas made the fire service's VMDS system difficult to use. Fire fighters were sometimes reluctant to access the information and only occasionally used the resources available as the system was 'clunky' and not user friendly.

CHALLENGE NO. 3: INFLEXIBLE BY NATURE

Incident Command Boards had restrictions such as no date and time stamp functionality, limited space to write and the inability to share information offsite. They were also difficult to use in bad weather.



Kildare County Fire Service would recommend ICR as an effective tool to manage and report on incidents. It supports the Incident Command System which we see as the backbone of our on scene safety system. It has become a very useful tool, pushing incident information to the relevant person so we can deal with incidents in the most effective way. By migrating our legacy VMDS to an app-based solution, we have been able to increase access to information at the scene of incidents, as well as improving our reporting procedures, in real-time and post-incident.



Realising the Benefits

Mobility and accessibility

- Information has been moved from the vehicle, closer to the incident ground and into the hands of the incident commander. Handheld devices are more accessible and user friendly. As a result, interaction with them is more frequent, intuitive and consistent.

Making jobs easier and safer

- Officers can easily refer to standard operating guidelines (SOGs) through the app. The instant access to a library of information supports the decision making process when handling more unusual incidents, as well as helping to achieve compliance with procedures.

Response consistency

- ICR helps to deliver consistency around the application of the National Incident Command System. You are prompted to record sectorisation, operational priorities, personnel on the fire ground and whether you need to request other services. The app supports that formalised structure.

Improved communication

- The incident commander and command support officer are now better informed, with the ability to access information at the click of a button. Remote access means that officers at the station can access up to date incident progress, as well as photographs directly from the scene.

More frequent progress updates

- App prompts alert the support officer to select a tactical mode. Throughout the incident, these prompts ensure more accurate information and updates are fed back to the control room at frequent intervals.

Rich record of events

- Automatic time stamping helps map out the workflow of the incident, giving more accurate and complete information, should a review be necessary. Supporting images in context enable a much richer record of events.

Informative resource

- ICR acts as a rich resource and information hub that can be accessed on the fire ground. Having access to user manuals, databases and plans at the scene of an incident is invaluable.

Continuous improvement and training

- The information captured provides valuable training material, especially when unusual incidents occur and lessons are learned.

Cost savings

- Android tablets are relatively inexpensive compared to the rugged laptops that the fire service needed to maintain. Instead, the incident commanders have Samsung mobile devices with protective cases on their person at the fire ground.

ICR would like to thank Chief Fire Officer Celina Barrett and Senior Assistant Chief Fire Officer Niall Burke at Kildare County Fire Service for their contribution.



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