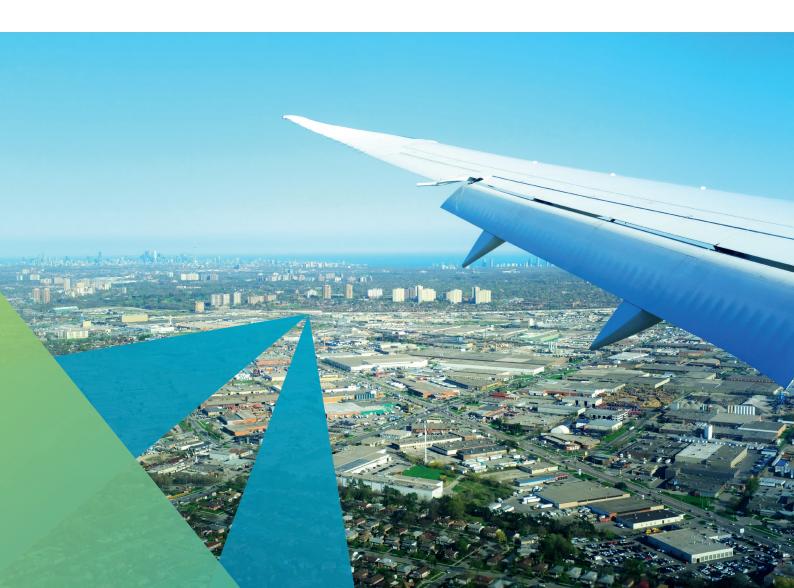# Improving incident and workflow management at Canada's busiest airport

Greater Toronto Airports Authority | *Canada*

The Greater Toronto Airports Authority (GTAA) operates Canada's largest airport, Toronto Pearson International Airport, which pre-pandemic served over 50 million passengers annually. It facilitates 6.3% ($42 billion) of the province's GDP and sits in the heart of the country's second-largest employment zone.

Multiple agencies work together to ensure passenger safety, satisfaction and smooth operations across the sprawling airport. All operational and emergency communications pass through the airport's Integrated Operations Control Centre (IOCC), which dispatches multiple agencies and organizations for multiple types

of calls. The IOCC houses 11 separate entities working together, and the dispatch groups need visibility of incidents and shared resources.

Managing these operations in the IOCC, airside and across the terminals had become increasingly labour intensive. A lack of visibility into incidents and resources among teams can create confusion and delay response times. When the GTAA sought to increase this visibility, better manage resources and improve collaboration among all groups, it selected a suite of products from Hexagon to streamline multi-agency dispatching and improve incident and workflow management.

Enabling comprehensive capabilities across teams

"Hexagon was an easy choice," said Chris Mitchell, associate director of airport operations at the GTAA. "Its leadership in the dispatch space is well known and understood."

The GTAA deployed Hexagon's computer-aided dispatch (CAD) system, records management system (RMS), application integration platform, mobile apps and analytics software. The solutions comprehensively support services at the airport, including airside services, customer service in the terminals, fire and emergency services, security operations, snow removal and grounds maintenance and safety compliance. The dispatch system also integrates with partner organizations, such as local emergency services, for incident management across jurisdictions.

Hexagon's CAD solution provides a robust platform for call handling, dispatching, mapping and field communication. The solution connects existing applications, interfaces, business rules and workflows to create a centralized system for the IOCC and its stakeholder groups. When emergency or routine work is needed, the system creates a call for service (CFS) record and maintains the status of responding units and resources to intelligently manage incidents.

Improving collaboration and visibility for incidents and operations

The CAD and other technologies have helped the airport connect critical systems and data, automate processes, more effectively manage multi-organizational resources, reduce response times and improve operations across the airport.

One area of improvement has been collaboration between departments. For example, when a security door breaks, security and maintenance personnel can be dispatched in tandem to respond and resolve the matter. Another area is visibility. Hexagon's solutions not only provide critical incident information to dispatched groups, but also deliver broader insights to other teams, such as the number and locations of incidents, to make planning for and responding to future incidents more efficient.

That's why Hexagon's multi-agency solutions were the right choice for the GTAA, according to Mitchell.

"Airports are a complex ecosystem, and it is critical to show all parts of the operation how busy teams are and what parts of the operation need additional assistance or resources before a problem starts impacting other areas," said Mitchell. "That's why our incident management is so critical. It provides visibility about all teams within the integrated communications centre – not just emergency operations dispatch."

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Chris Mitchell
Associate director of airport operations
Greater Toronto Airports Authority