



Edmonton Fire Rescue Services Speeds Emergency Routing with Municipal GIS Data

Edmonton Fire Rescue Services

Alberta, Canada

Edmonton Fire Rescue Services (EFRS) provides fire suppression and rescue, as well as hazardous material cleanup, to the city of Edmonton in Alberta, Canada. Since immediate response is critical to protecting lives and property, the demand for accurate, reliable, and faster routing and dispatch is high.

A longtime customer with Hexagon's Safety & Infrastructure division, EFRS determined that using a one-city approach – where municipal public safety and health organizations share spatial data and a common map – would help meet this need. As EFRS prepared for its next computer-aided dispatch (CAD) upgrade from Hexagon, it needed to integrate municipal spatial data sets into its dispatch system to optimize workflows and ensure rescue crews could view the same interactive map as other public safety organizations.

Overcoming Challenges

- Integrate response systems with secure IT infrastructure at the municipal level
- Develop processes to access and accept new mapping data
- Reduce costs without compromising dispatch

Realizing Results

EFRS' CAD upgrade included new dispatching features, web capabilities, and an improved mobile experience for its existing Hexagon mobile software for field crews.

The upgrade also featured interoperability tools that enabled EFRS to integrate with Edmonton's Spatial Land Inventory Management (SLIM) database, allowing municipal GIS data sets to be configured into the CAD system to improve dispatch and routing.

Using a common map view, responders can quickly and easily share information about emergency events. Hexagon's powerful interoperability platform, which enables data sharing between EFRS and Alberta Health Services (AHS), also supports electronic dispatch notifications between the two organizations. This ensures the system will notify AHS on its CAD system when a fire event requires emergency medical support. Likewise, AHS's solution will notify EFRS when a medical event needs its assistance.

Possessing accurate map data and improving emergency routing ensures the continued success of EFRS' Quick Accept system. CAD enables EFRS to create a "Quick Accept" for emergency calls, which dispatches units while the emergency call-taker is still on the phone taking information and feeding data to the field units using mobile technology.

With Hexagon's mobile software, dispatch teams can share pre-incident planning information, such as road closures and out-of-service hydrants. This information is placed in the system's common map, so EFRS response teams arrive on the scene faster and can receive and

update emergency events in their vehicle. With current municipal GIS data, the upgraded CAD and mobile systems are bringing EFRS closer to its goal of being on-scene within four minutes of a fire truck leaving the station.

“[Hexagon]’s solution improves our processes so we can get people the help they need, fast,” said Edmonton Deputy Fire Chief Graeme Hubbick. “The Quick Accept process alone has already shortened EFRS response times by at least 30 seconds.”

Moving Forward

Edmonton Fire Rescue Services is also looking into Hexagon’s business intelligence tools to assist with resource management. The agency will also further leverage the common municipal map to reduce the cost of maintenance resources, and integrate provincial GIS data to speed response to emergency events outside city boundaries.



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Graeme Hubbick

Edmonton Deputy Fire Chief

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Hexagon’s Safety & Infrastructure division provides software for smart and safe cities, improving the performance, efficiency and resilience of vital services.

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