



# Rescue is Routine in the Alpine Region

## Civil Protection Agency Autonomous Province of Bolzano South Tyrol, Italy

The Autonomous Province of Bolzano – South Tyrol is Italy’s northernmost province, with 520,000 citizens. Located in the Alps, South Tyrol is popular with families and outdoor enthusiasts.

“In an emergency, both citizens and tourists must be able to rely on fast and efficient assistance,” said Rudolf Pollinger, head of South Tyrol’s Civil Protection Agency. “It is therefore crucial for response to be flawlessly coordinated.”

To meet that need, public safety agencies in South Tyrol rely on industry-leading computer-aided dispatch (CAD) software from Hexagon’s Safety & Infrastructure division.

### Integrated Command & Control

The Civil Protection Agency’s Regional Emergency Call Center leverages Hexagon’s CAD solution to centrally dispatch first responders from its command and control center in Bolzano. Dispatchers at eight seats process about 130,000 calls and 66,000 incidents per year, supporting the Bolzano Professional Fire Brigade and numerous other fire and rescue services.

“With CAD, the South Tyrolean rescue forces and the fire brigades can put the complex nationwide alarm plans into action and arrive at the event location within the specified time limit of 10 minutes,” said Markus Rauch,

deputy director of the Department of Civil Protection at the Civil Protection Agency.

The list of responding personnel, equipment, and vehicles is extensive. It includes 140 firefighters from the Bolzano Professional Fire Brigade; 306 voluntary fire brigades with 16,000 members; three company fire brigades; 55 mountain rescue squads from the Alpine Club South Tyrol and the National Alpine and Cave Rescue Corps; seven emergency response physicians; four water rescue services; four search dog squads; and two helicopters.

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The White Cross Rescue Association of South Tyrol also relies on a separate installation of CAD that exchanges incident data with the Civil Protection Agency’s system via interfaces. The state rescue association dispatches

36 White Cross and Italian Red Cross ambulances from its own control center, with nine dispatcher seats handling about 150,000 calls and 125,000 incidents each year.

### High Quality & Quick Action

Hexagon's CAD solution allows dispatchers to quickly locate the incident site and create an event in the system. They then alert the nearest and most suitable personnel according to pre-defined plans to ensure quick response.

Incident guidelines also support standardized and transparent decision-making. The organizations involved benefit from the joint deployment of CAD, saving resources and enabling smooth operations.

"A shared server for data storage and provisioning reduces costs, while the ability to coordinate information and response within the same system ensures civil protection tasks are carried out efficiently," said Rauch. "All systems are configured with redundancy to ensure continuous availability."

### Adaptable to Changes

Building from this successful foundation, the Civil Protection Agency worked with Hexagon and Frequentis to upgrade and expand its integrated command and control center. The upgrade features state-of-the-art IP technology that exploits the full potential of digital radios, while a bilingual user interface allows dispatchers to work in German or Italian. The entire range of fully integrated software from Hexagon and Frequentis runs on a virtual platform to reduce hardware requirements and support business functions.

The new IP-based solution equips the province's emergency services with tools to face future challenges, such as the establishment of 112 as the national standard emergency call number for Italy. The systems can also adapt to operational changes within the integrated command and control center.

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