



THE RESCUE SERVICES OF BERGSLAGEN

The emergency dispatch centre in Bergslagen, Sweden, have within a matter of week improved their responsiveness and at the same time improved worker safety. A change made possible by Celab Operator Platform.

The rescue services of Bergslagen manage emergencies from the regions six municipalities, around the clock. They are also responsible for dispatching for all eight fire stations in the region. The dispatch centre and its personnel is a shared resource for the municipalities and a vital function for their inhabitants, in a case of emergency.





THE CHALLENGE

As the emergency coordinator for so many municipalities and such a large area they had a hard time keeping track of which resources had been dispatched and the location of each responder during an incident. Fire fighters communicated by shouting to the mobile command centre, who only could estimate their location on the paper maps.

"It was like fumbling in the dark. The national PSAP acted as our eyes and assisted us in locating our resources. We could not see what vehicles had been dispatched and more or less guess if they had arrived on the scene. We simply had to wait for them to call and confirm their arrival", says Patrick Lundwall, emergency chief at Bergslagens Rescues Services.



THE SOLUTION

They needed to move from an outdated and unsafe way of working to a modern, fast and secure system. Celab Operator Platform was found to meet all requirements thanks to its combination of innovative features and simplicity. Particularly simplicity is crucial for rescue services, where users must be able to act intuitively and immediately in stressful and even life-threatening situations.

Their new computer aided solution ensures that critical information reaches all intended recipients and that communications are reliable during incidents.



- "Considering the confidence they have given us, it is truly pleasing to see that the system has the desired effect on their operations. Meanwhile it is also great to see our new features, like remote control, perform as anticipated in real-life situations".

Lars-Gunnar Gydemo, Celab Communications AB.



THE RESULT

Although only a few weeks have passed since Bergslagen started using the system it has already made a big difference.

"Now we can see the different talk groups being used and coordinate the communications between different fire stations. We can also see the exact location of all our vehicles and firemen by the push of a button. This is not only a benefit for the residents we provide protecting for but is also a lifeline for our firemen. The systems integration with Google Maps also enables us to streamline dispatching and easily coordinate our efforts on scene. Now we have our own system and our own eyes to see", Patrick Lundwall concludes.