



Alert Management in Major Emergencies

HAMBURG FIRE BRIGADE RELIES ON FACT24 IN MAJOR EMERGENCIES

Client

Hamburg Fire Brigade

Sector

Fire brigade and emergency services

Problem

When major emergencies occur outside the scope of standard fire brigade operations, Hamburg Fire Brigade needs to be able to mobilize hundreds of in-house and external emergency personnel as rapidly as possible.

Solution

Hamburg Fire Brigade uses **FACT24** Notification and Conferencing Service to alert operation forces in major emergencies. Within minutes, emergency and standby teams are supplied with up-to-date information on storm damage, emergency landings, any need for repair or defence of levees, or ship safety.

Benefits

- In-house and external emergency teams are informed by telephone within minutes
- Optimized confirmation / response options
- Qualified status reports are promptly assembled, simplifying emergency operations planning
- Simple Internet-based administration system and possibility to change alarm scenarios

Hamburg Fire Brigade is a future-oriented organization playing a vital role in securing the high standards of Northern Germany as a business region and the quality of life of the people who live there. In a comparison of major cities, Hamburg Fire Brigade is among the highest-performing organizations with integrated emergency services. In addition, the Volunteer Fire Brigade is fully integrated into Hamburg Fire Brigade's operations planning as a division of the organization. Hamburg Fire Brigade is called out around 500 times per day. 500 emergency staff are available 24 hours a day for assignment to emergencies by the emergency command centre and 22 branches throughout the city of Hamburg.

BASELINE SITUATION AND CHALLENGE ::

Hamburg Fire Brigade's areas of responsibility cover a far broader scope than mere firefighting. In an emergency, all plans must be put rapidly and smoothly into action - no problem in classic operations, where the emergency vehicles are coordinated by the emergency command centre and immediately dispatched to the site. However, in situations requiring standby teams or external specialists to be alerted, the command centre needs a further communication solution in addition to the emergency radio service.

SOLUTION ::

After a trial phase using service provider **F24's FACT24** Notification and Conferencing Service, the company emerged the winner in a public tender procedure, and was commissioned in 2002 to develop and install an alerting solution for Hamburg Fire Brigade.

IMPLEMENTATION ::

Hamburg Fire Brigade uses **FACT24** Notification and Conferencing Service in major emergencies such as storm damage, repair and maintenance of flood levees and ship safety. Up to 480 operations staff can be alerted within minutes in the event of emergency, including management and section staff, material requirement planners, emergency medical staff, unit personnel and SWAT teams: Over 100 different alert scenarios are stored in **FACT24**; data can be changed or new scenarios added easily and rapidly at any time via the Internet.

In the event of a major emergency such as the freak tornado in the spring of 2006, automatic simultaneous notification of emergency teams is launched via mobile phone or landline, and a recorded message is delivered giving initial information on the type of emergency and its location, and instructing the persons alerted to make their way to their units at once. They can confirm receipt of the alert call via the keypad of their mobile or telephone, and enter a qualified reply giving the estimated length of time they need to arrive. If a member of staff cannot be contacted by telephone, a previously designated deputy is automatically contacted.

FACT24 automatically processes the confirmations while notification is in progress, assembling status reports and sending them to the emergency command centre within minutes by e-mail and fax. If the alert reports show that insufficient human resources are available, a follow-up alert can be easily activated. In addition, **FACT24** documents all activities and confirmations throughout the notification and alerting processes.



Secure communication in emergencies

FACT24 guarantees maximum system stability and a redundant structure as backup for all technical components involved in the alerting procedure. **F24 AG** is responsible for the stability of the communication channels, which is guaranteed to 99.98%.

Disaster missions cannot be planned, but they can be prepared for by applying professional solutions. Hamburg Fire Brigade regards **FACT24** Notification and

Conferencing Service as the ideal support, conducting four emergency drills a year with **FACT24** in order to ensure that all staff are fully prepared in the event of emergency.



FOTOS: Photocase

F24 AG

F24 AG (www.f24.com), founded April 2000 in Munich, develops and operates high-security notification and communication solutions for emergency and crisis events. The company's specialist engineers analyse the communication needs of their clients on a case-by-case basis and provide support in drawing up possible scenarios and implementing FACT24 notification and conferencing service. At the press of a button, clients can activate ultra-rapid automated services that notify or alert management and emergency personnel, call spontaneous telephone conferences or launch information hotlines in the event of emergency – at regional, national or international level.

Today, F24 supports nearly 300 major companies and public organizations around the world, as a leading application service provider (ASP) for emergency and crisis alert and communication systems,

with customers from the sectors of energy & industry, health & pharma, trade and commerce, banks & insurance, transport & logistics, IT & telecommunications or public organizations. Reference customers include DaimlerChrysler, Celanese, E.ON, Shell, Lufthansa, Swiss International, Cologne/Bonn Airport, Deutsche Wertpapier Bank, IBM and SAP. Public bodies and institutions that use F24's services include Hamburg Fire Brigade, Lower Saxony SWAT Team (Spezialeinsatzkommando), Düsseldorf University Clinic and many other clinics throughout Germany.



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