



## MEDIA RELEASE

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### Fire Departments Use New Dispatch Technology

(Fayetteville, N.C.) – The Fayetteville Fire/Emergency Management Department is using a new technology to enhance services provided to the community. The department has transitioned away from deploying responses based on map zones and geographical response plans and has implemented a closest-unit fire dispatch protocol facilitated by GPS technology.

All emergency vehicles have been outfitted with Automatic Vehicle Locators (AVLs) that communicate in real time with the Computer Aided Dispatch (CAD) system. Once the location of the emergency is verified, the CAD routes each unit by the street network and recommends the closest unit qualified to respond. This complicated process happens instantly.

The department has already realized improvements in response times by making this change.

“This is one of the greatest service enhancements in my tenure, and we would like to thank our partners in the City of Fayetteville Information Technology Department, Cumberland County Information Services, Cumberland County Fire Departments and the staff of the City and County Emergency Communications Centers for helping us to see this goal to fruition,” said City Fire Chief Ben Major.

In 2010, the Cumberland County Public Safety Task Force recommended that all public safety units have Mobile Data Terminals and Automatic Vehicle Locators so the closest public safety units could be sent to calls regardless of jurisdiction.

In its report, the task force said, “Various boundaries and jurisdictions cause delays in response to emergencies. The closest public safety agency should always be sent to stabilize emergencies.”

All 19 fire departments in the county have acquired AVL technology, said Emergency Services Director Randy Beeman, who estimates the departments will be fully implementing closest unit dispatch by early 2016, once the testing phase is over.

“We are looking forward to achieving the Public Safety Task Force goal of providing fire service by the closest unit to the event, regardless of jurisdiction, and enhancing service across the county,” Beeman said.

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