

## Automated Alerting Benefits

### **For the community:**

- **Peace of mind.** Ensures that emergency personnel will arrive more quickly and better informed, for a more optimized response.
- **Savings.** Offers higher-quality area fire protection, which can contribute to a lower community ISO Public Protection Class rating<sup>2</sup>, thereby helping decrease insurance rates.

### **For dispatchers:**

- **Speed.** Delivers automatic dispatch alerts simultaneously to one or multiple stations in less than a second, helping to reduce or eliminate dispatcher 'on-hold' time.
- **Wellness.** Dispatches alerts automatically, reducing dispatcher stress and workload, which frees them up to communicate with callers and manage the dispatch process more successfully.
- **High reliability.** Offers dispatchers a redundant system to communicate alerts if the CAD system fails.
- **Situational awareness.** Reviews the success of alerts as they are sent, and monitors the status of the system in real time.

### **For public safety administrators and city officials:**

- **Compliance.** Helps stations shave valuable seconds—even minutes—off of response times, helping meet or exceed NFPA 1710<sup>3</sup> recommendations.
- **Safety and redundancy.** Reduces the chance of missing emergency calls during grid or power failures, thanks to multiple pathway options and a backup power supply.
- **Communication.** Keeps personnel advised of ongoing incidents via USDD's industry-leading fire station alerting smartphone app, SMS text, pager and email alerts.

- **Value.** Reduces customer maintenance and management costs by integrating a reliable, proven system.

### **For fire and medical personnel:**

- **Situational awareness.** Increase mental preparedness with clear, consistent vocalization of the alert, which helps units respond more quickly and efficiently.
- **Wellness.** Reduces cardiac stress, anxiety, optical shock and sleep deprivation with ramped tones and zoned alerting, thereby notifying only required stations and/or individual units.

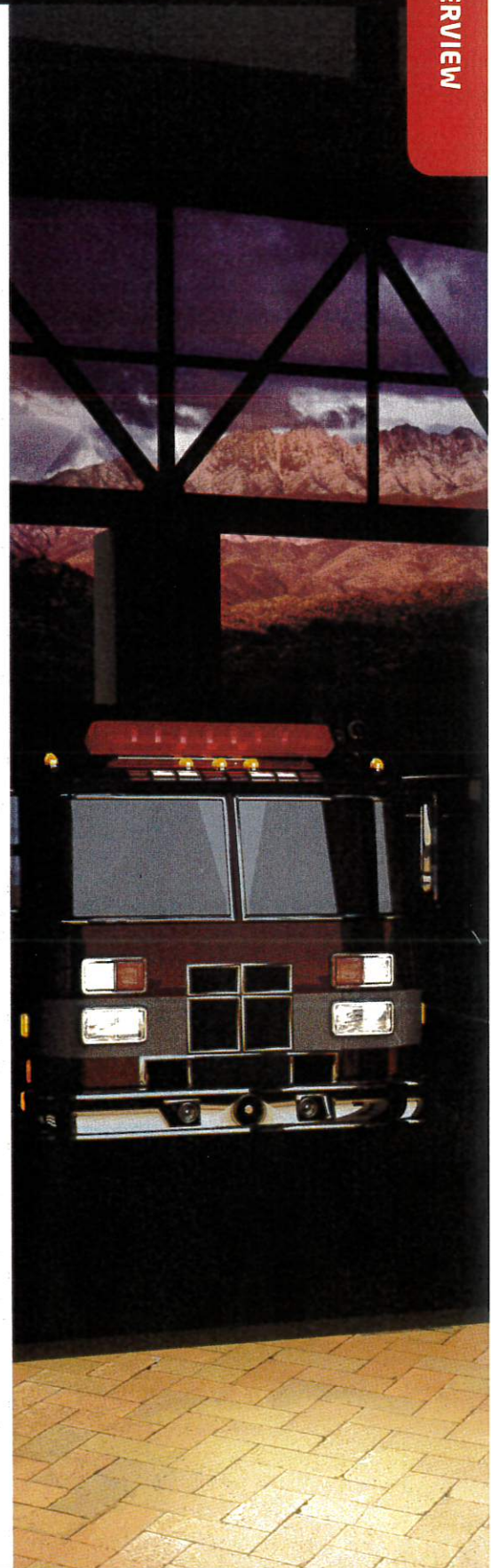
### **For public safety IT professionals:**

- **Reliability and compliance.** Maximizes system uptime through multiple NFPA 1221-compliant<sup>4</sup> redundant alerting pathways and manual alerting options, which can keep the system running during communication failures.
- **Network friendly.** Distributes quick, low-bandwidth alerting messages that are non-disruptive, enabling the continuous operation of legacy networks and other applications.
- **Remote configuration.** Enables IT support teams to remotely configure and deploy software upgrades from any web-enabled device, thereby reducing time and travel costs.
- **Control.** Offers agency-wide monitoring of all station peripheral equipment, and reports any failures to the host monitoring system and authorized system administrators via a smartphone app, email, text, etc.

<sup>2</sup> Insurance Services Office Public Protection Class rating.

<sup>3</sup> National Firefighter Protection Association 1710-Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments.

<sup>4</sup> NFPA Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems.



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# Phoenix G2 Fire Station Alerting System Architecture

