

FDNY NEW TECHNOLOGY

Building a State-of-the-Art Fire Department for the 21st Century

The Department officially unveiled its new \$17 million, state-of-the-art **Fire Department Operations Center (FDOC)** at Headquarters at 9 MetroTech Center, Brooklyn, in the summer of 2006. Uniformed members working in the new FDOC monitor all emergency responses 24 hours a day, seven days a week. The facility serves as a command center for the Chief of Department or his designee to manage large-scale or multiple incidents. Built with the most advanced technology available to first responders, the FDOC is a ground-breaking, innovative new tool in the FDNY's arsenal.

The FDOC brings more accurate information to the fire-ground than ever before, while providing the Department with a remote command post in the event of a major disaster. From using computerized maps of nearby fire hydrants and subway lines, to monitoring multiple radio frequencies, members in the FDOC now can share critical data with Incident Commanders in the field, enabling them to lead a more effective response. As a result, our Incident Commanders are better equipped and informed when sending Firefighters and EMS members to an emergency situation.

The FDNY's Operations Center is the result of recommendations made in the McKinsey Report, the consulting firm that analyzed the City's response to the September 11 attacks. Given the Department's largest response in its 141-year history, the study called for a large-scale increase in the FDNY's ability to handle all kinds of emergencies--both large-scale and small--through improvements and upgrades to our communications and tracking technologies. With the newly launched Fire Department Operations Center, FDNY has gone above and beyond those rec-

ommendations--developing an unprecedented data hub that will provide members with in-depth information about a building's structure, history or use.

To better facilitate the exchange of information among FDNY units and other agencies, high-tech communication tools are also an integral part of the new center. The FDOC now receives and transmits on several radio frequencies, including the NYPD, and is linked to two telephone exchanges should one be damaged. Every radio transmission and telephone call that comes into the center is recorded and can be played back so important information is never lost during a crisis.

The center also has been constructed to support two new technologies that will help members in the FDOC monitor operations of Firefighters and EMS personnel in the field. The **Automatic Vehicle Location system (AVL)** currently monitors the location of all ambulances in the 911 system in the City. Soon, all fire apparatus will be tracked in the same way.

In the near future, the Department also plans on employing **Electronic Command Boards (ECBs)** in a pilot program, so Incident Commanders can see most of the data accessed in the FDOC and transmit updates back via the command boards. This revolutionary way of sharing information will greatly improve operations and keep all members better informed.

In addition to the Emergency Operations Center, which oversees day-to-day operations, the facility also includes the **Incident Support Center**, where highly trained Incident Management Teams will convene in the event of a large-scale disaster or terrorist incident.

