

# Fire and Rescue New South Wales

## State-wide provision of the DCT



### THE CHALLENGE

In 2013, ORH was commissioned by Fire and Rescue New South Wales (FRNSW) to implement ORH's Dynamic Cover Tool (DCT) in its control centres. The service had recently implemented a virtualised control and communications system, reducing the number of control centres from four to two. The aim of this project was to provide control officers with a visual display that combines the service's risk profile with live data on appliance availability to inform back-up moves between stations, in order to maintain good risk and response cover.

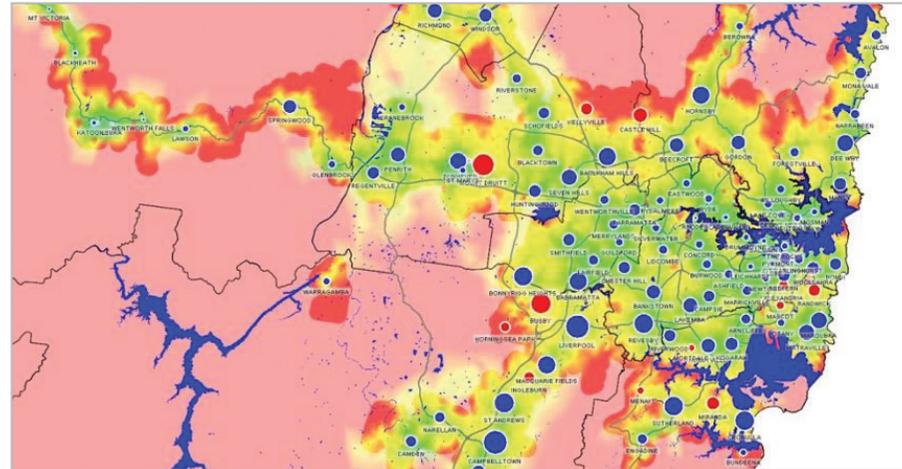
### ORH'S APPROACH

ORH consulted with senior officers in control and operations, IT managers and planning officers in order to understand the scope of the project

and the specific requirements of the service. A detailed analysis of the state's risk profile and the resourcing provided by FRNSW was then undertaken to inform the modelling process. Subsequently, a calibrated travel-time network for the entire state was produced, based on modelled journey speeds of FRNSW appliances. Throughout the implementation process, ORH liaised with IT staff and the supplier of FRNSW's computer-aided dispatch system.

### RESULTS

The DCT clearly shows the size and location of gaps in cover, the relative contribution of individual appliances and the relative fall in cover associated with each unavailable appliance. It displays current appliance cover for local communities based on the FRNSW risk profile, which takes into account a range of factors. Five different resource types can be viewed individually: pumps, rescues, aerials, hazmats and tankers. Whenever there is a change in appliance status or location, local and state-wide cover is recalculated instantly. Supervisors can also test the impact of hypothetical back-up moves before appliances are redeployed.



### KEY BENEFITS

- The DCT presents an immediate view of cover provided by different resource types in different areas
- Visual appearance and functionality of the DCT customised for the service
- The DCT enables coverage from available appliances to be maximised, leading to improved resilience and more effective use of resources
- Improves consistency of back-up decision-making and minimises inequalities in cover between areas
- Captures visual cover history for later review, and can be used as a training and audit tool



Fire and Rescue NSW now has a reliable tool to assist us to monitor and maintain our level of service delivery to the community. Because it is based on our own risk profile, the Dynamic Cover Tool provides a high level of confidence around operational decisions within our two communication centres and has proved its worth during major events, such as the Blue Mountains bushfires in October 2013.

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Software Solutions – Dynamic Cover Tool  
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