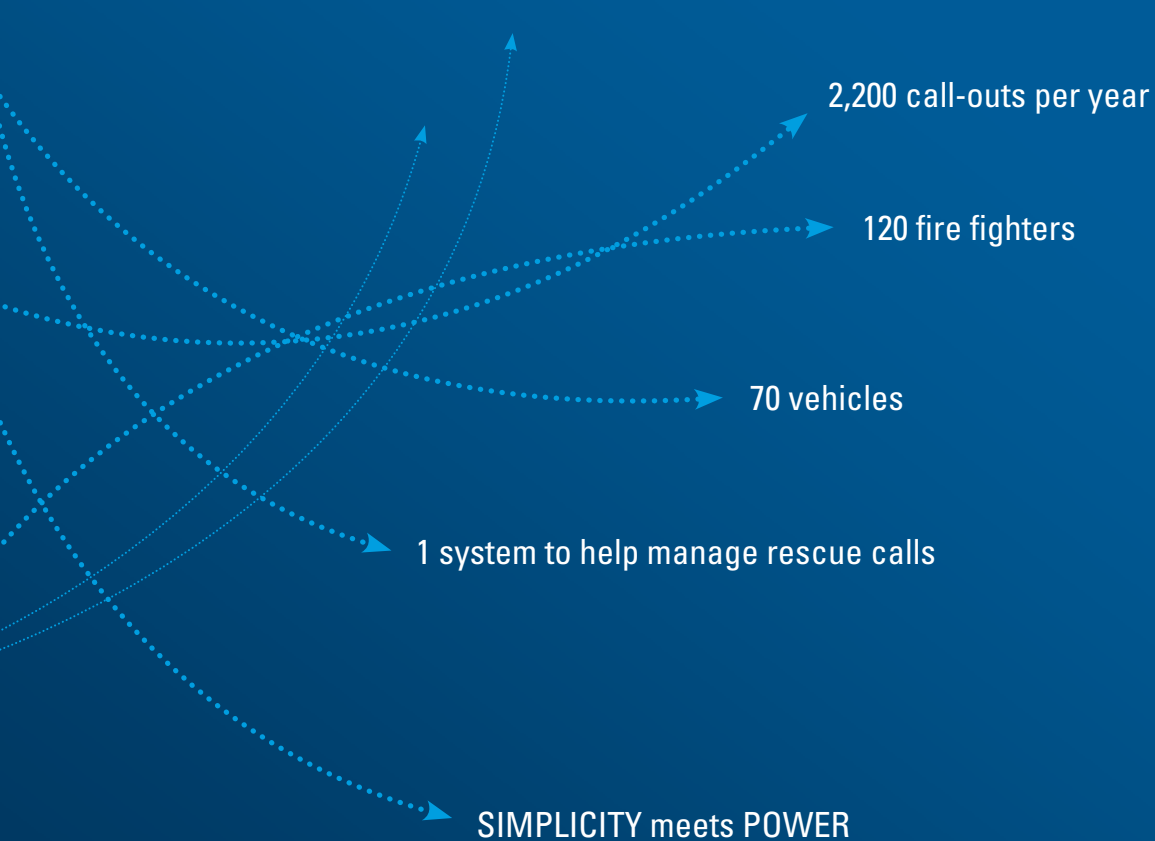




EMERGENCY INTERCOM

# Protection and Rescue Services / Case Study

City of Lausanne



SECURITY AND COMMUNICATION

# DIVISION SECOURS ET INCENDIE (DSI) LAUSANNE

## Because every second counts



Photos: DSI Lausanne



### Project Details

#### Customer

City of Lausanne  
Protection and Rescue Services  
Department for Fire and Rescue Services

#### Project Type

Emergency Intercom

#### Basic Data

1 Fire brigade base  
120 fire fighters  
70 vehicles  
2 Control Desks for call management  
40 Intercom stations in offices and at the porter's desk

#### Technical Data

Intercom Server GE 800  
Audiocom Server  
Audio Card G8-AUD  
Interface Card GB-V24-PRO  
Two EE 380 Control Desks with keypad modules  
Sound amplifiers and loudspeakers

### The Challenge

A Rescue Service relies crucially on a **reliable communication system** that is **quick and easy to use** and helps to support fire fighters on call with excellent audio quality and automated call transfer and announcement capabilities.

After 18 years of continuous service since its installation, the Command GE 501 system at DSI Lausanne was ready for an **upgrade of the Intercom and PA equipment**.

To meet user needs and comply with the strict requirements of alarm station equipment, the Intercom system had to integrate **seamlessly** with a **multi-technical environment** and organisational software programme.

Besides handling the routine tasks of a communication service within the rescue service base, the system also had to support call management for building doors and gates. At the same time, the system had to **support automated callout and mobilisation announcements** to **optimise** the workflow in case of emergencies.

### The Benefits

In case of an emergency call, automated mobilisation announcements help to **save valuable time** (on average between 1 and 1 1/2 minutes), This relieves control desk operators, allowing them to focus on other tasks.

Whenever a rescue call comes in, time is of the essence. **Every single second counts** and may be critical for the rescue of persons and assets.







## The Solution

In case of an alarm, the calls issued by the Centre for Alarm Processing (CTA) are distributed as a message to the Department for Rescue and Fire Services in the City of Lausanne. When receiving a message from there or any other source, the system manages the following three types of alarm scenarios:

### 1. Automated alarm:

- Issuing of an alert signal identifying the type of alarm (fire, accident, flooding, defective lift/elevator, etc.)
- Communication of alarm messages from the command centre via "text to speech" announcements
- Repetition of announcements (2x) on the entire premises
- Repetition of announcements (10x) in the changing room and vehicle hall

### 2. Semi-automated alarm:

- Issuing of an alert signal identifying the type of alarm (fire, accident, flooding, defective lift/elevator, etc.)
- Manual playback of pre-recorded announcements
- Repetition of announcements (2x) on the entire premises
- Repetition of announcements (10x) in the changing room and vehicle hall

### 3. Manual alarm:

- Manual selection of an alarm sound
- Manual triggering of voice announcements
- Repetition of announcements (2x) on the entire premises

The Intercom System Commend is the core element of the alarm transmission system at the rescue service base.

The GE 800 Server manages audio communication for announcements, calls between service offices and door communication at the entrances. The Audiocom Message Server processes the generated "text to speech" data and handles the automated repetition of announcements.

Interfaces to the other technical equipment are implemented via Commend's IP-based ICX Protocol (e.g. organisational software program) or simply via I/O cards (e.g., doors and gates).

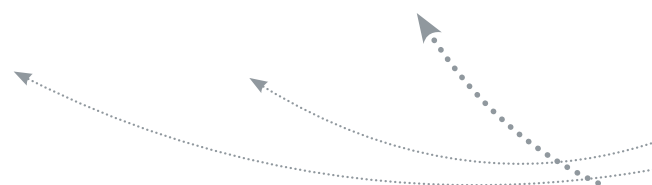
Logical process flows within the system are managed by a G8-V24-PRO card, equipped with a special program for this particular facility.

## Interview

### Mr Yves Perrinjaquet First Sergeant



"At the Rescue Centre (CAE) of the Department for Fire and Rescue Services of Lausanne we have around 2,200 call-outs per year. The System provided by Commend successfully supports the sounding of alerts at the base, both in automated and semi-automated mode. The entrance gates to our premises are locked and secured. With the help of the Commend system we are able to check visitors and permit or deny them access via the Control Centre. **We are fully satisfied with this system. It works absolutely reliably and seamlessly. Thank you, Commend!**"



# COMMEND

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