

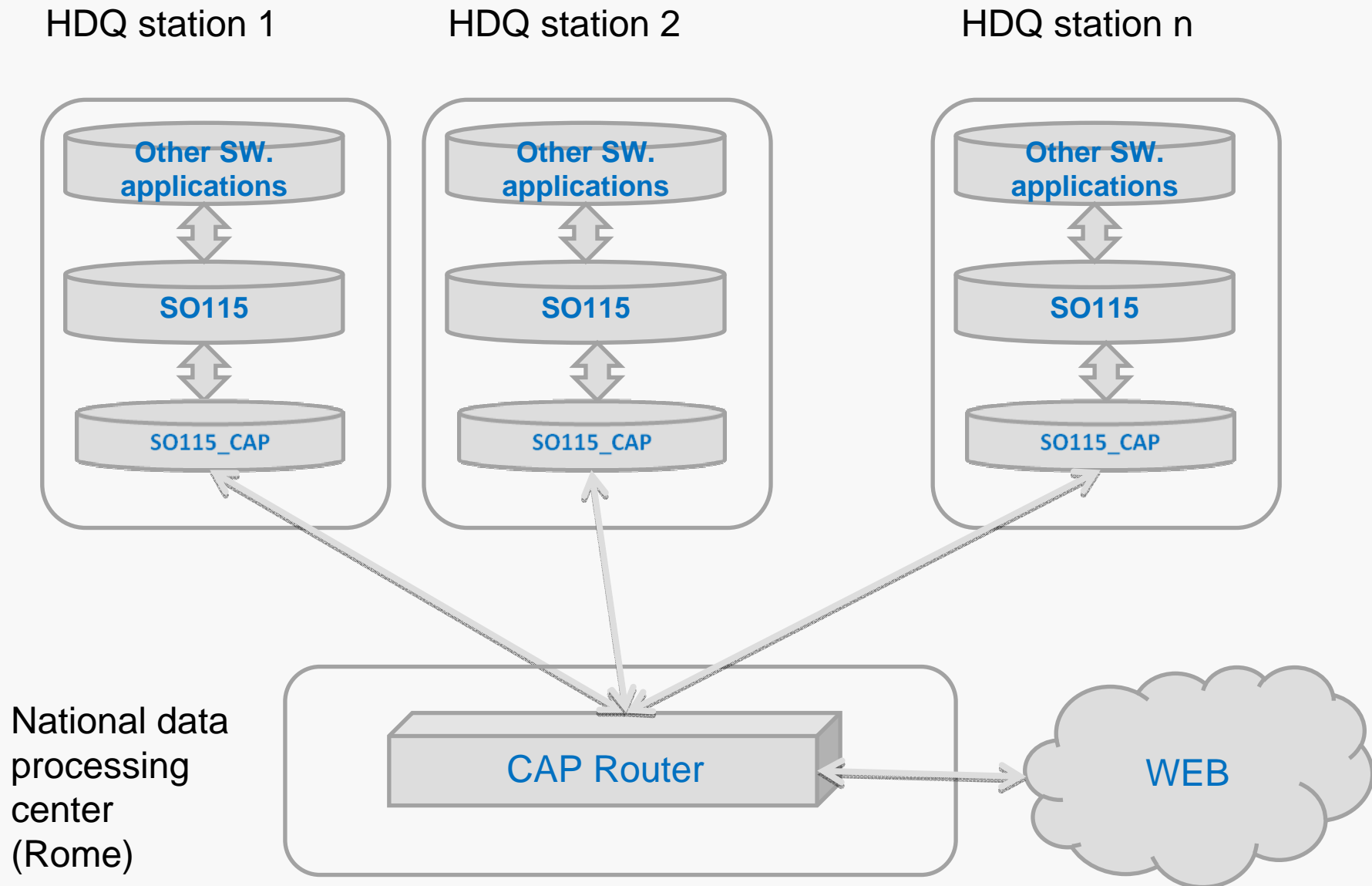
S.O.115

CAP Implementation

SO115 main features

- Provide an immediate picture of the:
 - Rescue calls
 - Rescue operations
 - Firefighter units
- Helps the PSAP operator to alert the appropriate firefighter units

Software architecture



First implementation

- forwarding the rescue calls that are of exclusive interest of other agencies.

7/04/2012 ore 14:08 - Turno "D"

Modifica Chiamata - VF102

Numero Chiamata 1 Data Chiamata 30/04/2012 Ora Chiamata 09:21 Operatore Chiamata Installazione Sala Operativa

Tipologia Dettaglio tipologia

90 Emergenza Protezione Civile

Comune Prov. Indirizzo

Adria BO Via del Risorgimento

[Incrocio]

Tel. 112 113

ricevuta CA LIST

Chiusura Chiamata

Chiusura Chiamata

☒ Trasmessa ad Ente ☐ Intervento non più necessario

Comandi Provinciali

Direzioni Regionali

Centro Operativo

Numeri interni

Uffici centrali

Sedi di Servizio

Polizia Municipale

Carabinieri

Ospedali

Prefetture

Sedi Volontari

Polizia di Stato

OK

Annulla Abilita Modifica

Uscita

False alarm

Forward to an other Agency

Incendi	Aeroporti - porti	Incidenti
01: generico	05: incendio aeromob.	10: incendio
02: dovuto a scoppio	06: incendio nave/traghetto	11: incendio
03: da rilascio gas	07: emergenza carrello	12: incendio
04: scoppio da incendi	08: recupero aeromob.	13: incendio
	09: ricerca aeromobile	

Vari

30: persone	33: ascensori bloccati
31: aglio pers.	34: apertura porte-fin.
32: aglio animali	35: incidenti sul lavoro
36: salme	36: assistenza generico
37: animali morti	37: fuga gas
38: ammalati	38: lavaggio strada
39: alienati	39: altri tipi

F.I. – cap data

- 1) Category of incident
- 2) Address data
- 3) Identification data of the caller
- 4) Call ID
- 5) Notes
- 6) Urgency
- 7) Psap operator id

The screenshot shows a software interface for managing emergency calls. Blue boxes with lines pointing to specific fields identify the data points listed in the adjacent list:

- Category**: Points to the 'Tipologia' field (Incendio aeromobile).
- Address**: Points to the 'Indirizzo' field (Via Cavour).
- Psap operator id**: Points to the 'Operatore Chiamata' field (Coord. dei Servizi Informatici CSI).
- Call ID**: Points to the 'Numero Chiamata' field (1).
- Notes**: Points to the 'Note per l'Intervento' text area.
- Urgency**: Points to the 'Priorità' radio buttons (Nessuna, Bassa, Media, Alta).
- Caller**: Points to the 'Richiedente' field (CARABINIERI).

The interface includes a header bar with the date and time (07/05/2012 ore 08:17 - Turno "C"), a main form area with various input fields, and a bottom section with a grid of incident types and a status bar with buttons like 'Invio partenza' and 'Uscita'.

New Implementation

- More information forwarded.
- Automatically forwarding of cap messages according to a series of rules that are decided in advance.
- Automatically retrieving, for each sender (provincial fire brigade) the list of the recipients.

N.I. - CAP messages information

It 's possible to configure the system for sending information about:

Rescue calls:

Identification call, category, address, urgency and identification data about the caller.

Rescue operations:

identification of the intervention, status, significance.

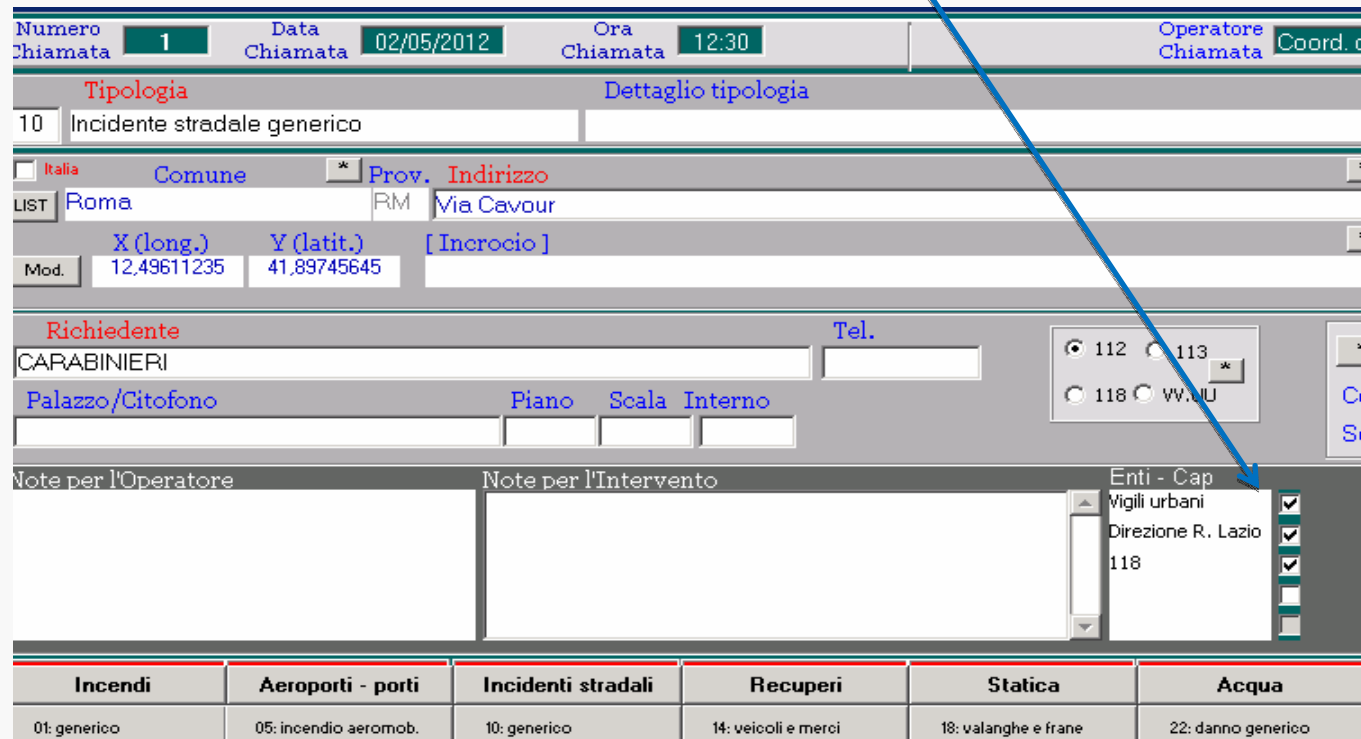
Firefighter units involved:

squads, motor vehicles, arrival/departure times,

Forwarding CAP messages

The new implementation allows to automatically forward CAP messages according to a series of rules that are decided in advance.

The psap operator can however decide to add or delete a recipient for all the cap messages related to a rescue call.



The screenshot shows a web-based interface for managing CAP messages. At the top, there are fields for 'Numero Chiamata' (1), 'Data Chiamata' (02/05/2012), 'Ora Chiamata' (12:30), and 'Operatore Chiamata' (Coord. c). Below this is a 'Tipologia' section with 'Incidente stradale generico' and a 'Dettaglio tipologia' field. The 'Indirizzo' section includes 'Italia', 'Comune' (Roma), 'Prov.' (RM), and 'Indirizzo' (Via Cavour). There are also fields for 'X (long.)' (12,49611235), 'Y (latit.)' (41,89745645), and '[Incrocio]'. The 'Richiedente' section shows 'CARABINIERI' and a 'Tel.' field. A 'Palazzo/Citofono' section has fields for 'Piano', 'Scala', and 'Interno'. A 'Note per l'Operatore' and 'Note per l'Intervento' section is present. On the right, there is a 'Tel.' dropdown menu with options 112, 113, 118, and W.V.U. A blue arrow points from the text 'The psap operator can however decide to add or delete a recipient for all the cap messages related to a rescue call.' to the 'Enti - Cap' list. The 'Enti - Cap' list is a vertical list of entities with checkboxes: 'Vigili urbani', 'Direzione R. Lazio', and '118'. At the bottom, there is a table with columns for different types of incidents.

Incendi	Aeroporti - porti	Incidenti stradali	Recuperi	Statica	Acqua
01: generico	05: incendio aeromob.	10: generico	14: veicoli e merci	18: valanghe e frane	22: danno generico

Updating the Recipients List

SO115 calls a web service for updating, the recipients list

- A new recipient is inserted -> It's possible to set the forwarding rules for this recipient
- A recipient is no more present -> All the related existing forwarding rules are invalidated
- Is changed the description of the recipient -> The new description will immediately be displayed in SO115

Forwarding rules

- The rules are based on
 - Incident category
 - Competence Area: Local, Provincial, Regional, National
- The rules allows to decide what to forward
- Every rule can me enabled/disabled

The Cap Activation Flow

An agreement on CAP services between Provincial Fire Brigade and an external Agency.

The Provincial Fire Brigade requests to the appropriate I. T. Central Office the activation of CAP services .

The I.T. Central Office configures the cap router

The I.T. Central Office communicates to the Provincial Fire Brigade that the activity has been done

The Provincial Fire Brigade configures in SO115 the forwarding rules

The Provincial Fire Brigade communicates to the Agency that the CAP service is active

Internal applications

Using CAP to exchange messages among different offices of the Fire Brigade Department.

Eg.1: data exchange between a provincial control room and a regional control room

Eg.2 : data exchange among provincial control rooms:
In case of need a provincial control room may request support from neighboring provincial control rooms. In this case, the protocol cap could be used on “SO115” to exchange information about the operating units sent.

