Managing A Disaster Relief Training Center:

CREW & VEHICLE TRACKING

A Canadian disaster relief training center turned to Innfinity to track the movement of people and vehicles both on-site and during dispatch out to wildfires and other natural disasters.

CREDITS

Client:
Canadian disaster relief training center

Location:
Central Canada

OVERVIEW

One of Canada's premier training centers responsible for training fire and emergency response crews decided to automate the way they managed training rotations. With over twenty crews coming to the center for training every month, manual tracking of people and vehicles no longer provided the accuracy site staff required.

CHALLENGE

For years, this remote disaster relief training center struggled to track and manage fire and emergency relief crews coming to camp for initial trainings and routine continued education courses.

Training site staff historically worked off of spreadsheets, unable to access live crew roster data. Without the ability to access real-time rosters of trainees on site, facility staff often did not have the most up-to-date information regarding who was on site.

During emergency dispatch situations, the training center doubled as a dispatch center from which various crews were sent to fight wildfires and provide support to other natural disasters. Without live data on crew whereabouts, facility staff were unable to pull reports detailing which crew member trainees were on site and their respective certification levels. Without that data, facility administrators were unable to pool resources quickly for efficient dispatch.

Once dispatched, tracking the movement of vehicles and crew member trainees also proved difficult. Dispatchers spent much of their energy making phone calls just to obtain up-to-date location information for dispatched crews.

SOLUTION

The training center introduced Innfinity to crew member trainees, enabling them to:

- Complete self check-in at kiosks at the training center lobby upon arrival.
  - Returning crew trainees scan their RFID badge at the kiosk, automatically updating their status as on-site in the crew member profile.
  - First time crew trainees enter their profile location and are issued an RFID badge upon check-in.

Infinity enables training facility staff to:

- Access crew rosters with real-time information regarding: crew member name, associated work crew, on-site status, certification level and other custom profile information.
- Monitor entry and exit at the center guardshack, logging all crew movements in the crew member profile.
- Track the movement of dispatched crew member vehicles via a scan of the vehicle identification number (VIN), taken at checkpoints set up throuhgout the route to the wildfire or disaster zone.

RESULT

- 95% of crew member trainees complete self check-in without the assistance of front desk staff.
- The training center provides heightened site security by monitoring 100% of crew members and their vehicles as they arrive to and depart from the facility, ensuring only authorized personnel are allowed on the premises and that 100% of trainees on site are accounted for.
- Facility staff are now able to track down the whereabouts of crew members en route to a wildfire or disaster without making phone calls.
- 90% of crew members book their own travel to and from camp without the assistance of travel coordinators.