



Success Story: NetClock® Dawson Creek Fire Department

User Profile

The Dawson Creek Fire Department, located in the Peace River Region of British Columbia, Canada, provides fire fighting and rescue services to the City of Dawson Creek, Dawson Creek Airport and a 5 mile rural area around the City. The Department also serves as the fire dispatch center for the whole South Peace River area, receiving all fire calls from six fire departments in surrounding towns.

In addition to its Fire Chief and Deputy Fire Chief, the Department is staffed by a Fire Prevention Officer, Dispatcher/Office Assistant, 16 Full Time Fire Fighters and 12 Auxiliary Volunteer Fire Fighters. When requested, the Dawson Creek Fire Department also assists the Police and Ambulance services by providing motor vehicle extrications anywhere in the area.

Business Situation & Challenge

Running a dispatch center for multiple fire departments requires precise record documentation for each call. When a call is received, the time is logged throughout the call for certain benchmarks.

The problem at the Dawson Creek Fire Department was the lack of standardized time. The clock on the wall showed a different time than the computer clock, which had a different time than devices recording the calls. Times noted on manual documentation did not always match times from the recording devices. DCFD was not using a true official time reference to maintain consistent records.



The Department needed an affordable system with a single time source for the official, world time that would synchronize not only all the clocks in the station to keep accurate dispatch records, but also when working with other Fire Departments and emergency/first responders for inter-agency coordination efforts.

Solution

Dawson Creek Fire Department chose Spectracom to deploy a network-based time synchronization solution. The core of the system is a NetClock® Time Server/master clock. It is a GPS enabled network time server that synchronizes to official GPS-time from up to 12 satellites for accuracy and redundancy. It is known as a Stratum 1 device since it receives official UTC (Coordinated Universal Time, i.e. world time) directly through the GPS signal to provide the most accurate, reliable time synchronization for DCFD's network operation. Since NetClock is a highly secure network appliance that operates safely behind the network's firewall, there is an extremely high level of trust and confidence that the time is legally traceable.

DCFD also incorporated several TimeView® digital display clocks, that synchronize with the NetClock Time Server for system-wide synchronized time, that are highly visible throughout the station.

Results and Benefits

The combination of the NetClock Time Server and TimeView display clocks has significantly improved the accuracy of dispatch reports. All fire departments that DCFD dispatches to now receive accurate, legally traceable times. DCFD no longer receives phone calls questioning times on reports.

Spectracom's NetClock Time Server provided Dawson Creek Fire Department with an accurate, reliable, and secure time source. Simple installation, an affordable cost, and ease of management made it the practical solution.

Contact

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