



**PINNACLE
NETWORKX**

CASE STUDY: Fort Payne Fire and Rescue

What is the best way to train firefighters without taking them away from their stations?



THEIR STORY

Located in a beautiful mountain valley in DeKalb county, Fort Payne is not only the home of the country music group Alabama but is also an area rich in culture and Native American History. Taking care of the fire and rescue needs of this beautiful area has been tasked to the Fort Payne Fire and Rescue Department (FPFD) who service this 56-square mile area and its 14,000 citizens. The Department operates 4 stations with 39 paid personnel which provide all fire related and specialized rescue services as well as response to medical emergencies.

This small but busy department prides itself on maintaining the highest ratings and requires all members of the team to maintain the training standards mandated by the Alabama Firefighters Personnel and Education Commission. Until recently this training, provided through the Alabama Fire College in Tuscaloosa, AL, was over 150 miles away. Regular training not only cost money in travel and lodging but in time away from the fire station and from their families.

On top of this, the stations needed to be able to be in real time video contact with each other and local hospitals, physicians, and other emergency responders. After seven tornadoes touched down in the area on April 27, 2011, in one of the deadliest tornado outbreaks in history, real-time communication has never been more necessary for the safety of this area.



PROBLEM:

- Fort Payne Fire and Rescue needs to train firefighters and emergency medical personnel continually
- Traditional, centralized training removes personnel from fire stations

SOLUTION:

- Trainers use the Aver EVC310 to participate in online training sessions provided by the Alabama Fire College.
- Personnel can stay in their stations during training

BUSINESS AND IT

BENEFITS:

- Department saves money in fuel and travel costs
- Online training simulates real-world tactical collaboration
- FPFD can maintain real-time video communications with other agencies in time of need.



OUR SOLUTION

In 2015, The Alabama Fire College began offering some of its courses over “distance education” video conferencing. These Web-enhanced, Hybrid and Computer Based Training (CBT) courses incorporate the same methods as courses offered in the traditional classroom on campus; the only difference is the method of delivery. Training sessions could now take the form of a multipoint online meeting among the desktops, laptops and large monitors installed in each station. The AFC trainers could reach firefighters and conduct effective training, while stations remain fully manned.

Faced with this new training opportunity, the department turned to Pinnacle NetworX and their expertise on how to put the appropriate solution in place. “As an Alabama-based company, Pinnacle can go onsite to understand and address the specific needs of our customers,” said Keith Carter, CEO of Pinnacle NetworX. “Our team spent significant time learning how the department works, how it needs to interface with not only the Alabama Fire College but also with other local and statewide stakeholders.”



EVC310 1080p endpoint with
18x PTZ and 4-way MCU

After much consideration, Pinnacle found the Aver Conferencing system met all the department’s needs; allowing them to not only connect with training opportunities but also with other agencies. The Aver EVC310 combines the high quality of video conferencing with the low cost, ease of use and collaboration tools of web conferencing. Once in place, the department was

quickly able to recoup the costs of the system through travel and lodging savings.

“With the purchase of the Aver system, we now have the opportunities and ability to communicate over distance with multiple entities and agencies as needed in a live real-time environment. We have already used the system to conduct one class with a 100% pass rate and are currently using the system to participate in an advanced EMT program which is saving the Fire Dept. and city money. We love the system. It has allowed us to be a part of the future of Fire and Emergency Services education.”

**Capt. Scot D. Westbrook,
Training Officer FPFD**