



In an emergency: Send a discreet alarm at the touch of a button

Case study: Professional Fire Department Aachen, Germany

If any threat occurs, the Aachen Fire Department provides its emergency responders with a facility to quickly and discreetly alert the control centre via a RES.Q SOS terminal and the SOS-Portal. This system has proved its worth in practice and aroused interest in other city departments.

However, this emergency call system was not the perfect solution. «In the event of a threat situation, the emergency forces on site need to inform the control centre about the incident as quickly as possible, but without having to get out a mobile phone and dial an emergency number.»



«Although our system has only been in use for a short time, we have already received various enquiries from other city departments»

Frank Hahn, Head of the radio workshop

Tests using the SOS portal

As a result, the Aachen fire department decided to run tests using Swissphone's RES.Q SOS emergency call terminal. As well as a POCSAG module, the proven RES.Q hardware terminals are also

«Angry relatives hinder paramedics», «Ambulance attacked». These and similar headlines are appearing ever more frequently, and every rescue service will confirm it is now a common occurrence for the emergency services themselves to be in need of support.

First step: A separate emergency mobile phone

The city of Aachen's professional fire department (see text box) responded proactively to this developing phenomenon. As Frank Hahn, Head of the radio workshop, explains: «After an increase in the number of incidents in 2014, we issued emergency mobile phones to our emergency responders.» Using these mobile phones, members of a rescue team could contact their control centre via «112» and request help.

Aachen and the fire rescue service

The city of Aachen is located to the west of North Rhine-Westphalia within a «border triangle» with Belgium and the Netherlands and has a population of around 255,000. The fire department operates its control centre not only for the city of Aachen, but also for nine surrounding cities and municipalities in the Aachen region. As is customary in Germany, Aachen's fire department runs the rescue service on its own, and the municipalities in the surrounding area work together with them in a partnership arrangement.