



### Industry

Government

### Daily Use

- Preparedness & response training
- Staff meetings
- Command and control

### Solution

- Telepresence distance learning network that links all 19 fire department facilities for efficient, effective in-place training
- Simple, on-demand recording and playback with Polycom RSS that extends the value of the video network
- Connections with outside agencies such as hospitals, state and federal agencies that further extend public safety

### Results and Benefits

- US\$350,000 annual costs savings
- First responders stay in their communities while still receiving training, which results in improved public safety
- Effective, consistent training readily available to all personnel

## Polycom Telepresence Enables Training, Boosts Public Safety for West Metro Fire Rescue

### Overview

Colorado's West Metro Fire Rescue (WMFR) is a large and busy department that provides fire and emergency medical services for 250,000 residents spread across a 120-square mile region. Keeping its 349 firefighters and EMS personnel trained and ready for action is no small task, which is why the district turned to Polycom for a time- and resource-saving distance learning solution.

"We simply had more training requirements than our calendar could accommodate," explains Patrick Purdy, Director of IT with WMFR. "Our crews not only need to be trained to respond, they need to be at their facilities to offer the quickest response time. Polycom video conferencing helps us meet both those requirements."

WMFR has deployed an expansive Polycom telepresence network that links its 16 station houses, a regional training center, its fleet maintenance facility and department headquarters for real-time, interactive training. The network allows first responders to stay in their communities to provide emergency services while still receiving training, and it is saving WMFR hundreds of thousands of dollars annually.

### State-of-the Art Training Network

Having started out seven years ago with Polycom legacy video solutions, today the WMFR distance learning network features the latest in Polycom® HDX® telepresence technology. A combination of Polycom HDX 6000, 7000 and 8000 room telepresence solutions equip the department's 19 facilities. The Polycom RMX® 2000 real-time media conference platform supports the agency's multisite training calls, and the Polycom CMA™ 4000 solution centrally manages the video collaboration network. To enable connections with outside organizations, such as hospitals that deliver EMT training over video, WMFR has implemented the Polycom Video Border Proxy™ (VBP™) firewall traversal solution.

In addition, the Polycom RSS™ 2000 on-demand recording, streaming, and archiving server has become integral to the department's training programs. "The RSS allows us to record training sessions and stream them on demand to individual firehouses in case they're called away during training," says Purdy.

*"We're currently saving US\$350,000 annually by conducting our training over video.... But, even more important is keeping firefighters in the house, ready to respond to emergencies."*

*Patrick Purdy, Director, IT West Metro Fire Rescue*

*“Polycom’s interoperability ... is crucial. It’s another vehicle that allows communities and agencies to communicate and collaborate.”*

### A trusted partner

Purdy cites the comprehensiveness of the Polycom solution as one of the major reasons for his agency’s long-standing relationship with the company. He values having everything integrated into one solid, complete solution.

The open standards nature of the Polycom solution was also a key decision factor for WMFR. “Polycom’s interoperability with other video conferencing systems is crucial. It’s another vehicle that allows communities and agencies to communicate and collaborate,” says Purdy. “I’d recommend Polycom for ease of use and compatibility for other public agencies.”

### Video in Action

The primary use of the Polycom telepresence network is for distance learning, offering content that meets certification standards for administrative and operations training, EMT training, and firefighter training. During a typical training session, all of the department’s HDX telepresence systems are connected and content is presented simultaneously in real-time. For example, WMFR has one in-house medical trainer who would have to teach a class in person 24 times in order to cover all the personnel. Now he conducts the same class in three video sessions.

“Before we deployed our Polycom network, we’d have to take stations and apparatus out of service when training crews, and then get coverage from another firehouse in a different area,” explains Purdy. This resulted in a longer response time, which was not acceptable for a department that aims for compliance with NFPA 1710, which sets minimum standards for staffing and response times, and prides itself on its four to eight minute response time performance.

The video deployment is also being leveraged at WMFR headquarters for administration and operations tasks including HR, finance, news briefing and meetings. Public safety organizations and other agencies both within and outside of Colorado have used the video network, and a portion of Homeland Security training in the state is conducted over WMFR video resources.

Purdy reports that, for firefighters, communicating face to face is always preferred and video conferencing has become second nature to them.

Purdy sees the value of the WMFR telepresence network as a combination of hard and soft benefits. “We’re currently saving \$350,000 annually by conducting our training over video,” he says. “It’s a huge benefit, the Board of Directors is really excited that we can conduct our training in house and show this kind of savings. But, even more important is keeping firefighters in the house, ready to respond to emergencies.”

Video conferencing also saves wear and tear on rigs, fuel costs, trainer costs, and overtime costs to cover holes in the district.

### Looking Ahead

Moving forward, WMFR is looking at maximizing its video resources through increased community involvement. This includes offering training over video to a local community college fire academy and volunteer fire fighting groups, and working with local sheriff and police agencies as well as FEMA.

### Learn More

To find out how Polycom solutions can help your organization, visit us at [www.polycom.com](http://www.polycom.com) or speak with a Polycom Account Representative.

### Product Listing

#### Telepresence and Video Conferencing

- 17 Polycom® HDX® 6000 room telepresence solutions
- 1 Polycom HDX 7000 room telepresence solutions
- 1 Polycom HDX 8000 room telepresence solutions

#### Infrastructure

- Polycom RMX® 2000 conference platform
- Polycom Video Border Proxy™ (VBP™) firewall traversal solution
- Polycom Converged Management Application™ (CMA™) solution
- Polycom RSS™ 2000 recording, streaming, and archiving server

**Polycom Worldwide Headquarters**  
4750 Willow Road, Pleasanton, CA 94588  
1.800.POLYCOM or +1.925.924.6000  
[www.polycom.com](http://www.polycom.com)

