

CX2000 ICCS In action at Shropshire Fire and Rescue Service

Shropshire Fire and Rescue Service (SFRS) went live with the CX2000 Integrated Communication Control System (ICCS) from Cyfas Systems. The CX2000 is in control of all the incoming telephone calls including the Emergency 999 calls and the existing radio schemes. SFRS also went live with Airwave, the national TETRA system provided by mmO₂. This is also controlled from the CX2000.



Neal Hill, the Senior Control Operator for Blue Watch at Brigade Control Shropshire Fire and Rescue Service, describes his duties and what effects the CX2000 has had on his role.

“At Shropshire Fire we receive over 13,000 treble 9 calls and handle over 8,500 incidents. These range from Person Reported incidents like RTA’ s (Road Traffic Accidents) and house fires through to fires on waste ground and in skips. My main task as Mobilising Officer is to support and supervise the members of my team which includes 1 Leading Control Operator (my deputy) and 2 Control Operators. This means allocating resources as appropriate to a particular incident.”

“Alongside my mobilising role, there is the support required by Operational staff. They will call into the Control Room requesting additional pumps or may ask for assistance from the Police, Ambulance or other agency. It is my responsibility to arrange, from here in the Control Room in Shrewsbury, the assistance requested by the Operational side.”

The operators found using the CX2000 straightforward and easy to pick up.

The central telephone directory on the CX2000 allows all operators to have access to all the same information and numbers. “Having a central directory means that I can input a new number or modify an existing one and it is updated in minutes. The operators can also change the ISSI numbers in the directory for the Tetra radios.”

“There has been no major hand over problems in moving to the CX2000” commented Neal, “the operators have quickly picked up the CX2000 and its operation.”