Improving incident and workflow management at Canada's busiest airport

Greater Toronto Airports Authority | *Canada*

Industry

- Transportation

Solutions

- Octave OnCall Records, Octave OnCall Analytics, Octave I/CAD, Octave OnCall Mobile Responder, Xalt

Challenges

- Multiple agencies, call types
- Lack of visibility
- Delayed response times

Results

- Streamlined multiagency dispatching
- Improved workflows and better visibility
- Better resource management and collaboration

The Greater Toronto Airports Authority (GTAA) operates Canada's largest airport, Toronto Pearson International Airport, which serves nearly 50 million passengers annually. It facilitates 6.3% ($42 billion) of the province's GDP and sits in the heart of the country's second-largest employment zone.

Multiple agencies work together to ensure passenger safety, satisfaction and smooth operations across the sprawling airport. All operational and emergency communications pass through the airport's Integrated Operations Control Centre (IOCC), which dispatches multiple agencies and organizations for multiple types of calls. The IOCC houses 11 separate entities working together, and the dispatch groups need visibility of incidents and shared resources.

Managing these operations in the IOCC, airside and across the terminals has become increasingly labor intensive. A lack of visibility in incidents and resources among teams can create confusion and delay response times. When the GTAA sought to increase this visibility, better manage resources and improve collaboration among

all groups, it selected a suite of products from Octave to streamline multiagency dispatching and improve incident and workflow management.

Enabling comprehensive capabilities across teams

Airport leaders called Octave an "easy choice," citing its established leadership in the dispatch space.

The GTAA deployed Octave's computer-aided dispatch (CAD) system, records management system (RMS), application integration platform, mobile apps and analytics software. The solutions comprehensively support services at the airport, including airside services, customer service in the terminals, fire and emergency services, security operations, snow removal and grounds maintenance and safety compliance. The dispatch system also integrates with partner organizations, such as local emergency services, for incident management across jurisdictions.

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and field communication. The solution connects existing applications, interfaces, business rules and workflows to create a centralized system for the IOCC and its stakeholder groups. When emergency or routine work is needed, the system creates a call for service (CFS) record and maintains the status of responding units and resources to intelligently manage incidents.

Improving collaboration and visibility for incidents and operations

The CAD and other technologies have helped the airport connect critical systems and data, automate processes, more effectively manage multiorganizational resources, reduce response times and improve operations across the airport.

One area of improvement has been collaboration between departments. For example, when a security door breaks, security and maintenance personnel can be dispatched in tandem to respond and resolve the matter. Another area is visibility. Octave's solutions not only provide critical incident information to dispatched groups, but also deliver broader insights to other teams, such as the number and locations of incidents, to make planning for and responding to future incidents more efficient.

That's why Octave's multiagency solutions were the right choice for for the GTAA, leaders said. They need visibility across the airport and its many operational teams teams. The Octave CAD provides that visibility within one integrated communications centre, which helps leadership evaluate how busy their teams are and what areas need additional resources or assistance before a problem

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.