

Mimo Revolutionizes Emergency Management for Stamford Fire Department

Digital Display Solution Increases Community Safety



When it comes to an emergency, like a home fire or the scene of a car crash, seconds can be the determining factor of life or death. For the Stamford Fire Department — comprised of 260 dedicated firefighters who risk their lives to help others — emergency response is at the center of their job description. In an average year, they can receive as many as 12,000 fire-emergency calls. As they serve more than 120,000 residents and 80,000 daily commuters in Stamford, Connecticut, the department strives to improve their response tactics with each call.

Situated 35 miles east of New York City, Stamford is home to a bustling train station, several Fortune 500 companies, and a complex network of highways. Given this diverse infrastructure and community, the department recognizes the importance of providing first-class service, which includes embracing innovative technologies to streamline their operations.

Transforming Emergency Management with Technology

The Stamford Fire Department's previous firefighting management system relied on a custom-built table with physical pieces representing various components such as personnel tracking, air supply, and building entry times. Although their analog system was functional, it was time-consuming to manage and vulnerable to loss or damage in the chaotic scene of a live fire.



The department desired an upgraded solution with more seamless communication and better coordination in high-pressure environments. Recognizing the limitations of their traditional, analog firefighting-management system, the department sought a reliable, high-quality digital solution that could withstand extreme weather conditions, provide sunlight readability, and integrate seamlessly with their custom software.

Frank E. Docimo, the Mechanical Supervisor, tested another provider's products but found them unsuitable. He then contacted Mimo's regional sales manager, Rick Weinstein, who worked closely with the department to meet and exceed their needs.

Mimo's Superior Emergency Response Solution

The solution needed to consistently operate to its full capacity, without failure, while still remaining compatible with the custom software package that Stamford developed.

Mimo carefully developed a comprehensive digital solution — the new and improved Digital Incident Command Center — within just six months. Featuring top-of-the line 21.5" MOD-21580CH and 32" MOD-32080CH Outdoor Capacitive Touch Displays, both innovative technologies offer an IP65 all-weather-ready rating, high-bright display, intelligible audio, and HDMI compatibility.

With advanced PCAP touchscreen technology with Android players, the displays withstand temps ranging from -4°F to 140°F. Additionally, one key defining characteristic that made Mimo's displays the superior choice is their ability to operate without enclosure while still ensuring their reliability and durability in challenging conditions.



**32" OUTDOOR
CAPACITIVE TOUCH
OR NON-TOUCH
IP65 RATED, HIGH
BRIGHT DISPLAY
WITH AUDIO, HDMI
(MOD-32080CH)**

Furthermore, the smart functionality offers 1500 nits of light, providing stunning clear visuals both in sunlight and ambient light with a light sensor that automatically adjusts the brightness while optimizing power consumption. However, should Stamford deem this feature a distraction, the displays are equipped with an intuitive interface that allows firefighters to adjust and override settings

In addition to the fixed displays, a 32" outdoor display mounted on an inside door is powered by a battery and generator, offering an additional mobile command center option. This mobility enables the department to establish command posts closer to emergency sites, further enhancing their response capabilities and communication with on-site personnel.

"The quality of the Mimo outdoor displays is far and away the best we've seen versus the competition. The innovative design and user-friendly interface have improved our incident-management capabilities, allowing us to better serve our community and save lives more efficiently."

Frank Docimo, Mechanical Supervisor



Stamford Fire Department Increases Community Safety

Mimo transformed the Stamford Fire Department's incident management with an interactive, digital system. By streamlining information flow, the department can make informed decisions faster and more accurately, ultimately saving lives and resources. The advanced touchscreens, combined with superior visibility in sunlight and durability in various extreme conditions, provide the department with an efficient tool for managing firefighting resources and ensuring firefighter safety. The Digital Incident Command Center has helped to reduce response times and streamline communication, allowing firefighters to focus on their primary mission — saving lives.

The Stamford Fire Department plans to showcase their new mobile solution at the FDIC Firefighter's trade show in April 2023, believing that fire departments worldwide could benefit from this innovative solution.

Mimo is proud to help transform the Stamford Fire Department's emergency management process and showcase their ability to develop creative, industry-specific solutions that enhance operational efficiency and safety.

**Small Touchscreens
Flexible Innovation.
Human Connection.**



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