

9-1-1 Solutions

The Ultimate Solutions for Seamless 9-1-1 Service

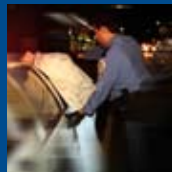
 **InterAct**
PUBLIC SAFETY SYSTEMS
Making Connections for Life.

The First Choice for First Responders.

Before Public Safety agencies can respond, their 9-1-1 systems must react. Make the connection with seamless 9-1-1 solutions from InterAct.

For Public Safety agencies, every second counts. No matter what the situation, integrated 9-1-1 systems from InterAct effectively handle information and ensure the mission gets done. InterAct systems take control of today's technology and create an unparalleled tool for Public Safety professionals on all levels.

That's why InterAct is the smart choice for both large and small agencies worldwide.



Super Enhanced 9-1-1

Fully Connected. Fully Integrated.



reliability

Super Enhanced 9-1-1 systems (SE9-1-1) from InterAct continue to set the industry standard for innovation, flexibility, and reliability. InterAct makes it easy to build a system that is perfectly tailored to meet your agency's needs. InterAct sells and installs various brands of industry-leading controllers and E9-1-1 telephone systems, including Integrator 9-1-1. Each offers unparalleled management of your conventional and wireless telephony needs, while maximizing the effectiveness and reliability of your agency's response.

The features of our SE9-1-1 systems are among the most comprehensive in the industry. Our fully integrated systems provide mapping and addressing and can be configured to identify locations that still use the rural route number system. We also offer a host of auxiliary equipment from radio-control workstations to video monitoring tools. Other benefits include no single point of failure, priority answer functions, seamless interfaces with a wide range of databases, update and scrubbing tools, and other crucial applications.

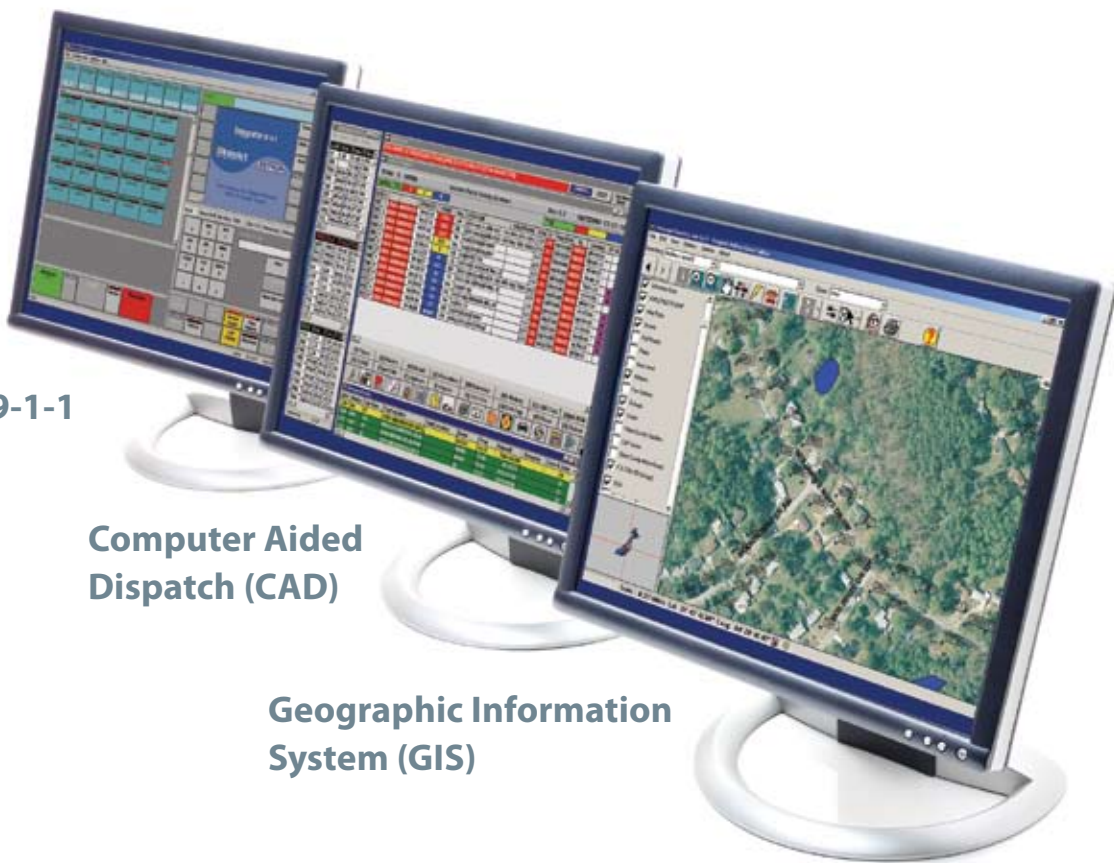
We also offer project management, training, and 24/7 technical support to ensure your system is operational and functional.

When you're looking for the most sophisticated and reliable SE9-1-1 system, look no further than InterAct.

SE 9-1-1

Computer Aided Dispatch (CAD)

Geographic Information System (GIS)



innovation

Computer Aided Dispatch (CAD)

Best of Breed Dispatching.



Every aspect of InterAct's Computer Aided Dispatch system was designed with the knowledge that saving a life may depend upon the accuracy of relayed information.

Our CAD system provides state-of-the-art technology to assist with receiving and managing 9-1-1 calls and dispatching the appropriate public safety personnel or agencies.

It's no wonder InterAct 9-1-1 systems lead the industry in ease of use, data integrity, and security.



seamless

System Benefits

Our CAD system records incident details and updates, prioritizes events, and identifies the most appropriate units to respond to each event. Dispatchers can work quickly and efficiently, without worrying about data loss, corruption, or disruption. Our system:

- > **Increases Response Time.** Calls for service and incident data are immediately accessible for analysis through a variety of pre-configured reports. This allows command staff and directors to better manage resources and increase communication productivity.
- > **Provides Comprehensive Data Handling.** From call inception to report archiving, the system automatically recommends units, provides access to supporting databases, and streamlines workload management.
- > **Enhances Inter-Agency Data Sharing.** One of the greatest strengths of our CAD system is the ease of interface and integration with other critical databases. Our system seamlessly integrates with ODBC-compliant databases, and local, state, and federal government databases. All InterAct products integrate with each other, as well as third-party products.
- > **Provides Layers of Security.** A comprehensive security design provides total access-control at multiple system levels. The system automatically logs all users and records their activities, including invalid and abnormal log-ons, and stores a complete audit log of unit activity.
- > **Streamlines Reporting.** InterAct CAD allows users with the proper security rights to create, print, and export reports, and to easily retrieve statistical data. Our system's reporting capability includes 60 ready-to-run reports.

intuitive

System Features

The InterAct CAD main screen contains four primary windows for call taking or dispatching. Users can quickly view and manage resources, be alerted to new calls, and reminded of critical periodic tasks, such as unit or personnel status checks. Our window design ensures data is easily understood and managed – even under the busiest circumstances.

- > All incidents are automatically listed in priority and status order, and are color-coded for quick and easy identification. Calls-in-progress may be flagged with flashing fields to alert users to severe or life-threatening events.
- > Separate windows display available units, assigned units, alerts, and messages.
- > Multiple monitors offer more screen-viewing area when the system also runs NCIC emulation windows or when a Geographic Information System or Computer Telephony Interface is attached.

When it comes to helping dispatchers do their jobs better and more efficiently, InterAct's CAD design overlooks nothing—not even the keyboard functions.

- > To more quickly capture, track and display the status of field units and calls for service, a dispatcher can use function keys that speed the entry of frequently used commands.
- > The system offers both command line and formatted screen data entry at the user level. Regardless of the chosen technique, the design provides for efficient cursor movement, data placement, and data editing. Items can be selected using either a mouse or a track-ball, and graphical icons allow easy, one-click access to critical functions.

We've also designed some innovative timesaving features into our CAD system. The system can be configured to provide differing responses and recommendations based on agency, organization, or geographic location.

- > Master Street Address Guide (MSAG) and Geographic Reference functions allow for quick and easy validation of locations.
- > Automatic Vehicle Location (AVL) helps protect field personnel and enhances safety by tracking vehicles and mobile units by event location. It even tracks units at perimeter locations during tactical situations.
- > Automatic Monitoring of Events and Units ensures that you continually know the status of responding units and their progress in the event whether they are enroute or have arrived at the scene. The system provides unit timers that assist dispatchers in assuring personnel safety.
- > Automatic Unit Recommendations are made to the dispatcher. InterAct's CAD will recommend units that are available to respond by category (such as department, municipality, beat/zone, or fire station coverage area). The dispatcher can quickly accept the recommendations with a single keystroke.
- > Immediate Access to Online Information for dispatchers. At any time, with a single keystroke, a dispatcher can query the system for phone numbers, SOP's, wrecker information or warrant information.

integration



Geographic Information System (GIS)



Navigate with Knowledge.

Knowing the location of a situation is one thing. Getting your responders there quickly and safely is another. With InterAct's Geographic Information System, you will not only be able to pinpoint the scene, but you'll also have a considerable amount of critical information before your units even get there. That's information you can count on.

Our GIS is a dynamic digital map display showing caller locations (both wired and wireless), incidents, units, landmarks, and any other geo-based item that can be displayed on a map. For public safety agencies, GIS ultimately reduces response times, increases responder safety and efficiency, enhances dispatcher productivity, and reduces costs.

As wireless 9-1-1 and number portability become increasingly important for Public Safety Answering Points (PSAPS) around the country, a seamless interface between your E9-1-1 and GIS applications is crucial. InterAct will assist your community in planning and developing GIS in conjunction with E9-1-1 systems. In addition, our system supports multiple mapping platforms and can operate independently or be integrated with other InterAct, third-party, and state and federal systems.

Because the quality of your GIS is dependent upon how accurately your system's map file is maintained, we help you implement a comprehensive map maintenance system through a combination of hardware, software, project management, and user training. This constellation of services ensures that your GIS will be accurate, not only at the time of system delivery, but for years to come.



System Benefits

Our GIS has robust screen features, including a large view of your agency's detailed map data and a map inset pane for a wide-area view. With our system you can view:

- > Call and graphical location simultaneously on a separate, dedicated monitor when the system is interfaced with Computer Aided Dispatch.
- > Precise, comprehensive information about the caller's location and crucial information about the route to that location. The screen can show many layers—such as streets, hospitals, railroads, parks, cell towers—that may affect a first responder's ability to get to the location quickly. If your agency's units are equipped with AVL, the system can display the GPS coordinates for the responding unit's location or progress to the location.

System Features

A GIS system is only as good as the data it represents. That's why InterAct's GIS module uses three different databases that together form an accurate GEO module:

- > The Graphical Digital Base Map provides a graphical representation of all items displayed on the map.
- > The Point Address Database contains X, Y coordinates for every graphically displayed item on the Graphical Digital Base Map.
- > The Segment Database contains every road segment on the map and stores segment-dependable variables.

Each of these databases has its own function and data, and works in conjunction to provide tools such as:

- > **Search Bar** Search any of the layers on the map for a corresponding item. For instance, you can search the "Lake" layer for a lake with the value "Hartwell" as the name.
- > **Enhanced Tool Bar** One-click functions and buttons allow you to quickly manipulate and perform tasks on the map.
- > **Zoom and Pan Function** Quickly navigate around any part of the map by clicking buttons on the tool bar or the map itself to manipulate sections on the screen.
- > **Map Inset** Get a countywide overview of the caller location in a separate window while still being able to zoom in on the call location of the main window.
- > **Create a CAD Call Function** When the system is interfaced to InterAct's Computer Aided Dispatch, you can quickly create a computer-aided dispatch call for a location on the map. Location information is transferred to CAD automatically, allowing dispatchers to handle the call without delay.
- > **Cross Streets Function** Display all roads that intersect with the street where the caller is located so responding units can be alerted to any factors that could affect their response efficiency.
- > **Dynamic Routing Functions** Calculate the most efficient route for rerouting units based on the parameters available in the Segment database. The system also has a function that displays directions of the calculated route, including left-right instructions, and shows every road segment in a list, the distance of each segment, and the total distance of the selected route.
- > **Event and Barriers** Define an "event" in GIS to alert users and units to activity or congestion in a specific area. Road closures and barriers may also be set and factored in when utilizing the system's routing features.
- > **Aerial Photographs** Display aerial photographs to provide a different perspective on the areas in which units are to be deployed.

System Integration

GIS's functionality is enhanced when integrated with InterAct CAD allowing you to:

- > Identify a caller's location.
- > Drop-and drag-incident icons from the CAD screen onto the GIS map.
- > Direct units to a "diversion site" (such as a different hospital if the hospital they regularly deliver to is overcrowded).
- > Discover call trends or predict and prevent future problems by selecting a particular type of incident and displaying all such incidents within a time frame on the map. Events also can be analyzed by specific responding units or organizations, providing you with a powerful tool for allocating resources.
- > The GIS module can continuously display and track vehicles on the digital base map when equipped with Automatic Vehicle Location (AVL).
- > Monitor EMS posts to insure sufficient staffing and coverage levels.
- > Manage pursuits as they are in progress. You can update unit locations by dragging and dropping the unit on the map. GIS then sends the location updates with corresponding times to CAD. Times are logged to both the unit and incident history. Additionally, an image of the pursuit area and route may be quickly and easily stored as part of the CAD incident.



critical
information

Mapping Services



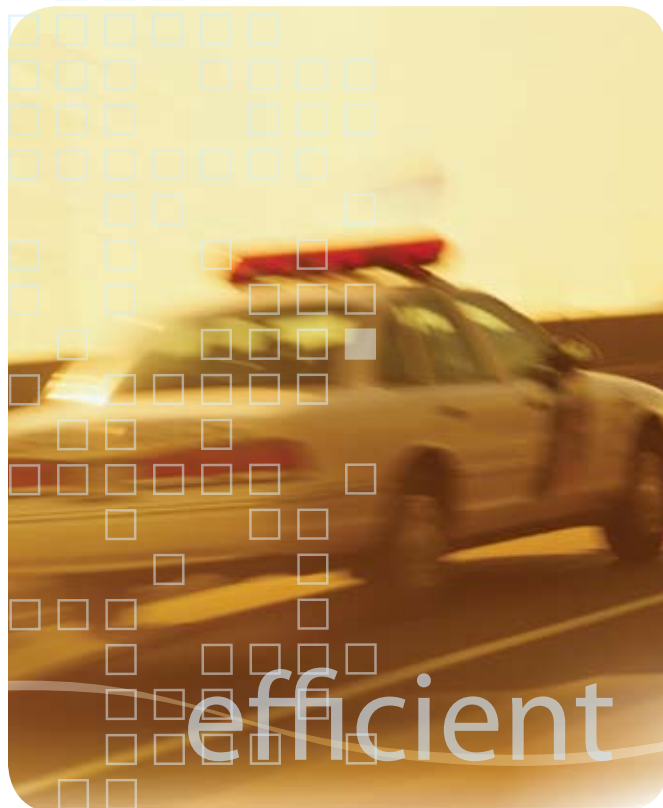
Accurate and Reliable Mapping.

With over 70 years of combined professional experience, our fully operational GIS Division specializes in digital mapping services for all 9-1-1 applications. We'll help identify your needs, design a customized system, implement and support it. Plus, we offer mapping inventory, conversion, and training services. Our GIS Division has mapped, addressed, map-inventoried, and provided data conversion for more than 200 counties and cities across the United States.

We are also proud to partner with Environmental Systems Research Institute (ESRI) and utilize ESRI's software applications, including ArcGIS, ArcInfo, ArcView, MapObjects, and ArcObjects.



accurate



efficient

Automatic Location Information Database System (ALIDBS)



Fast Access to Critical Information.

Our Automatic Location Information Database System (ALIDBS) provides immediate, on-site access to your jurisdiction's ALI-subscriber database. With its flexible interface and innovative spatial design, the system can dynamically update an in-use database without interrupting the flow of vital information.

Our system is compatible with all current industry-standard ALI formats (Bell proprietary and NENA-04), as well as all daily ALI-update procedures originating from the various telephone companies. It also can be configured for stand-alone or multiple PSAPS, and its ALI Steering capability allows it to be deployed in combination with wireless or wire-line remote databases.

Extensive reporting capabilities, numerous security and access-control options, and multilevel redundancy features make our ALIDBS one of the most comprehensive yet flexible systems to use.

InterAct's National Crime Information Center 2-Way (NCIC 2-Way)



Two-Way Flow of Information.

InterAct's NCIC interface puts a wealth of information at the fingertips of law enforcement agencies. The system facilitates a query of national, state, and local computerized index of criminal justice information—including criminal record history, fugitive data, stolen property, missing persons data, and more. The system allows for a two-way flow of information: your personnel can extract and submit information. NCIC provides comprehensive data assistance to agencies in their investigations, in amassing evidentiary support, and in streamlining and increasing the efficiency of their records management processes.



System Benefits

- > **Correct Data Entry Enhancements** The NCIC 2-Way interface provides color-coded design to insure that required information is included prior to submission of the entry or query.
- > **Security Enhancements** In compliance with State and Federal regulations, InterAct's NCIC client includes such security measures as user-permissions, ORI-permissions, or required user-entry fields. It can even be configured to handle the state requirements for logging on and off of the state network, as well as any other security requirements mandated by the state.
- > **Transaction Storage** The database permanently stores all system-wide transactions. The database allows past transactions to be viewed at any time, allowing for quick and easy resubmission of data.
- > **Transaction Returns** Agencies can configure the interface to visually notify a user that a transaction response has come back. The users can view both the return as well as the number of returns that are still outstanding, and then can easily print the return.

System Features

NCIC was designed with a host of features that can be customized for agencies of any size. Our NCIC 2-Way Interface can:

- > Function as a Stand-Alone Module that can be installed on desktop or laptop PCs, and can be accessed wirelessly from mobile units if they are connected to the agency's message switch.
- > Allow a Two-Way Flow of Information into and out of the database, although the security feature ensures only authorized personnel can make data submissions.
- > Visually Notify Users of responses to transactions.
- > Capture the Most Important Information to law enforcement agencies, including: driver's licenses, vehicle registrations, stolen vehicles, license plates, article/stolen property, boat registrations, abandoned or stolen boats, concealed weapon permits, gun registrations, missing persons, protective orders (domestic violence), stolen security, sex offenders, and criminal history.

customizable

Personnel Management Assistant (PMA)



Managing Your Most Valuable Assets.

The best way to manage equipment and staff is with InterAct's PMA.

We've provided everything an agency needs in our management program. Tools for managing an employee's basic information, medical status, work history and scheduling, training and career events are included.

Since a vital part of your mission will involve gathering medical information about public safety personnel, the PMA captures doctor information, emergency contacts, existing conditions, known allergies, and medical events. The system also tracks certifications and other mission-related education that may be required of employees.

System Features

Enhanced Security Control provides all levels of detail, even down to the record and field levels.

- > Provides Advanced Searching Capabilities including keyword searches and PMA eliminates errors by providing easily accessible information in one place.
- > Captures Color Photos that can be attached to any personnel or equipment record.
- > Tracks Employee Details and Descriptors including blood type, clothing sizes, notes, and skills.
- > Tracks Roster and Scheduling Details including leave data, shift information, and payroll data.
- > Stores Complete Employer Data from supervisor identification to hire/termination dates.
- > Captures Employee Discipline Violations noting type, offense, number, date, details, and supervisor and employee comments.
- > Captures and Records Employees' Scheduled Events such as court appearances, performance reviews, and scheduled drug testing.
- > Stores and Records Unlimited Employee Contact Information indicating relationship, priority, and two phone numbers.
- > Tracks Unlimited Employee Medical Data indicating treatment and comments, and provides the capability for recording user-definable events.
- > Records Employee Course and Certification Information including current course enrollments and course completions, with details such as course title, enrollment dates, tuition information, and comments.



- > Allows Extensive Report Generation for various reporting purposes including certification expirations, medical exam or inoculation expiration, skills, and education.
- > Provides a User-Friendly Table Maintenance Capability.

System Integration

Our PMA system seamlessly integrates with other InterAct products, including our Records Management System, Jail Management System, and our industry-leading CAD System.

PMA's seamless integration with CAD can cut seconds or minutes off critical response time because authorized telecommunicators, call takers, and dispatchers can right-click on a unit record and almost instantly pull up personnel information directly from PMA. CAD System Administrators may also run searches in PMA directly from CAD, and those CAD users who are authorized to make PMA entries and updates can run the two systems side by side. PMA allows CAD System Administrators to quickly develop and deploy unit rosters and schedules. In these ways and many more, the integration of CAD and PMA results in greater flexibility and timeliness of response, as well as increased operational efficiency and decision-making.

Setting the Standard in Public Safety Solutions.

Public Safety agencies are expected to offer exceptional services in a constantly changing world. When situations develop, you need the security and confidence that your agency is supported by the best systems available. At InterAct, we hold our products to the highest standards because we know you expect the best.

Since 1984, when InterAct designed and built the first Super Enhanced 9-1-1 system, we have led the industry worldwide in providing stand-alone and fully integrated mission-critical public safety systems and products. Our suite of applications provides the most successful, intelligent, and integrated safety solutions available for accessing, gathering, reporting, filtering, prioritizing, sharing, tracking, and archiving data.

Our systems are designed with two fundamental goals in mind:

- To help you manage day-to-day operations efficiently and accurately, giving you more time to devote to preparedness and your emergency-response mission
- To give you seamless access to critical information—inside and outside of your jurisdiction

Whether you are out in the field in a mobile unit or managing a situation from a command center, our fully integrated systems provide robust capabilities for getting the job done quickly, correctly, and confidently.

 SE 9-1-1

 Computer Aided Dispatch (CAD)

 Geographic Information System (GIS)

 Mapping Services

 ALI Database (ALIDBS)

 Data Sharing

 CrimeAgent

 Field Reporting

 Records Management System (RMS)

 Jail Management System (JMS)

 Fire Management System (FMS)

 Personnel Management Assistant (PMA)

 Emergency Notification

 Video Surveillance

 NCIC 2-Way



Making Connections for Life.

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