# Computer-Aided Dispatch
## Product Overview

**InterAct**
PUBLIC SAFETY SYSTEMS

**Making Connections for Life.**

InterAct CAD provides leading-edge technology to assist with receiving and managing 9-1-1 calls and dispatching the appropriate public safety personnel or agencies. It is a tool to help manage emergency communications for a more efficient response to calls for service.

Every aspect of InterAct CAD was designed knowing that saving a life may depend on the accuracy of information. That is why InterAct designs every feature with the goal of split-second response, ease of use, data integrity and data security.

### Key features of InterAct CAD include:

> **Multi-agency Support** Enables effective distribution of calls for service to multiple law enforcement, fire, and emergency medical agencies.

> **Resource Management** Best practices for all disciplines are supported by highly configurable resource management functions including SSM, cross-manning, location based unit assignment and more.

> **User Interface** Our easy to use interface is configurable to meet the needs of communications centers of all sizes. Users have the flexibility to execute actions using a variety of methods - graphical, hot key, command line, or drag-and-drop.

> **Layered Security** Role based privileges at all levels. Audit trail displays incident and unit updates.

> **Tightly Integrated** with 9-1-1- Telephony, GIS, NCIC, Mobile, RMS, and many other public safety applications.

### Designed with Dispatchers in Mind

Our CAD system is designed to allow users to easily perform their jobs with speed and accuracy. It 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 or disruption.

**Flexible, Customizable.** InterAct CAD is designed to be customizable for the specific requirements of public safety agencies. It accommodates geographically separate dispatch centers and is a flexible tool designed to support ever-changing departmental operations. It supports communications with remote databases and integrates with multiple devices and systems. Database updates and additions can be done by the any CAD Administrator.

**Simple and Efficient.** InterAct CAD reduces manual data recording as well as duplicate data entry, ensures quicker response times and streamlines reporting.

**Complete and Accurate Data.** Color-coding and field validation ensure consistent data entry for accurate search results.

**Provides Comprehensive Data Handling.** From call inception to report archiving, the system automatically recommends units, provides access to supporting databases and streamlines workload management.

**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 logons, and stores a complete audit log of unit activity.

**Integrated Wrecker Module.** Manage wrecker assignment with the ability to set up multiple wrecker response areas and equipment types. Track and associate wrecker and vehicle information to CAD incidents for ease of viewing/searching. Place wrecker companies back at the top of the list as "next up" when necessary. Track status/history or wrecker company responses (such as refusal to respond, inefficient equipment, no answer, etc). Log additional comments, impound and release information. Search for wrecker and vehicle information using partial and wildcard searches based on license plate, color, make, model, owner name or any combination of these fields.
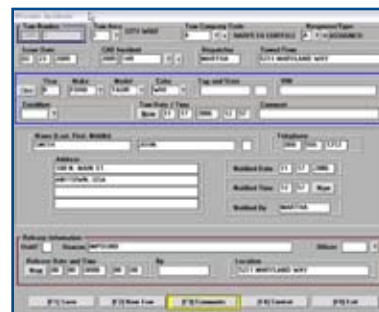


### System Features

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 be reminded of critical periodic tasks, such as unit status checks. Our window design ensures that data is easily understood and managed – even during the busiest times.

**Available Units Window**

> Drag & drop or double click to assign units or update status

> Sort columns easily

> Configure which columns to view

> View units by type or attribute

**Assigned Units Window**

> View incident and unit location – gives users the ability to see a secondary/perimeter location or Transport locations

> Double click to update status

> Sort columns easily

> Configure which columns to view

> Color-coding for quick identification of unit status – can be user or agency defined

> Case number display

### UnitClient ver 5.10.13

File   Views   SIMS   About

| LAW | Stat | Time | Zone | M |
|-----|------|------|------|---|
| 27101 | CLR | 12:00 | | |
| 27103 | CLR | 12:42 | | |
| 27104 | CLR | 11:58 | | |
| 27105 | CLR | 12:42 | | |
| 27106 | CLR | 11:57 | | |
| 27108 | CLR | 17:18 | | |
| 27109 | CLR | 17:18 | OIC | |

| FIRE | Stat | Time | Zone |
|------|------|------|------|
| 1212 | CLR | 18:44 | |
| 1241 | ON | 12:17 | |
| 1242 | ON | 12:17 | |
| 1243 | ON | 12:10 | |
| 1311 | 1038 | 10:14 | |
| 1312 | CLR | 11:12 | 13 |
| 1313 | 1038 | 21:17 | N |
| 1321 | ON | 12:17 | |

| RESCI | Stat | Time | Zone |
|-------|------|------|------|
| 7041 | CLR | 12:19 | |
| 7051 | DSP | 12:38 | |
| 7052 | CLR | 10:40 | |
| 7061 | DSP | 12:38 | |
| 7062 | DSP | 12:38 | |
| 7141 | CLR | 12:12 | |
| 7142 | 1038 | 16:14 | |
| 7143 | 1038 | 11:51 | |

| EMS | Stat | Time | Zone |
|-----|------|------|------|
| 1081 | 1038 | 21:00 | |
| 1082 | 1038 | 15:51 | |
| 1083 | CLR | 10:40 | |
| 1084 | 1038 | 22:47 | |
| 1381 | 1038 | 20:56 | |
| 1382 | 1038 | 21:22 | |
| 1383 | 1038 | 19:20 | |

connected   1

### Attendant - Terminal:020 User: SAS

Waiting...

**System Monitor**

TERM : 20   SAS   In

| Active | 7 | 5 | 1 | 1 | |
|--------|---|---|---|---|---|

| SEQ | | | CREATED | S* | EVEN |
|-----|------|----------|----------|----|------|
| 001 | 2008 | 00000001 | 16:40:58 | 03 | ALARM |
| 002 | 2008 | 00000007 | 16:47:11 | 03 | ALARM |
| 003 | 2008 | 00000005 | 16:45:33 | 03 | BLS |
| 004 | 2008 | 00000003 | 16:42:39 | 03 | ALS |
| 005 | 2008 | 00000006 | 16:46:12 | 03 | FIRE |
| 006 | 2008 | 00000004 | 16:43:24 | 05 | MVA |
| 007 | 2008 | 00000008 | 16:48:36 | 10 | VEHA |

| [T] Timer | [A] Alarms | [D] Detail |
|-----------|------------|------------|
| [X] X PAD | [E]nd CAD | [O] Options |

**Assigned Units**

| Unit | Status | Yr | Cad Num | Cad |
|------|--------|------|---------|-----|
| 3511 | ENR | 2008 | 4 | GEN |
| 3582 | OS | 2008 | 4 | GEN |
| 5083 | OS | 2008 | 6 | 2 GR |
| 5411 | OS | 2008 | 6 | 2 GR |
| 9081 | ENR | 2008 | 3 | 527 |
| 527 | DSP | 2008 | 5 | 250 |

# everything a dispatcher needs at their fingertips.

| | | | | Cancel | List | No New Mail | ? X |

| ID A | | | | A | | |

**terAct Public Safety Systems** | Rev 5.10.6.0 | 01/04/08 16:53:56

| T | LOCATION | TELEPHONE | SRC | F | L | R | E | P | N | STAT |
|---|----------|-----------|-----|---|---|---|---|---|---|------|
| MB | 3722 HECKTOWN RD / LOV | 610-253-6350 | N9C | | * | | | | | |
| MF | 20 E CENTER ST / WIND G/ | 610-759-2759 | N9C | * | * | | * | | | |
| | 2600 NORTHAMPTON ST / | 610-250-0150 | 911 | | * | | SE | * | | DS |
| | 527 PEN ARGYL ST / PEN / | 610-863-6209 | N9C | | PE | | M9 | | | EN |
| | 2 GRACEDALE AVE / UPPE | 404-746-1900 | 911 | 54 | UN | | NB | * | | O |
| | GENOGA ST & E CENTER S | | N9C | 35 | WG | | WB | | | O |
| A | 448 W MAIN ST / BATH | 908-284-9567 | N9C | | CR | | | | | O |

| [V] View Main | [N] Narrative | [H] History | [C] CAD Call | [Q]uit AGN |
|---------------|---------------|-------------|--------------|------------|
| [I] Inquire | [9] 911 File | [U] Unit Log | [P] Place | [S] Select |

| Location | Unit Location | Event | ▲ |
|----------|---------------|-------|---|
| OGA ST & E CENTER ST | | MVA | |
| OGA ST & E CENTER ST | | MVA | |
| RACEDALE AVE, UPPER NAZARETH | | FIRE | |
| RACEDALE AVE, UPPER NAZARETH | | FIRE | |
| PEN ARGYL ST, PEN ARGYL | | ALS | |
| NORTHAMPTON ST, PALMER | | DLS | ▼ |

## CAD Attendant

> Unit Status Timer alerts – agency defined timers can be set status, event type or priority

> Access to CAD Mail and New Message Notification

> Officer Needs Assistance notification alerts

> Incoming or updated call notification

> Reminders for pre-scheduled CAD incidents, such as funeral escorts

> Desktop popup notifications

> Optional Audible alerts – customizable with any wav file

## System Monitor

> Overview of all active incidents

> Right mouse click on a call (non-linked environment) to see all the units assigned in one place

> Active & pending incident display

> All incidents are automatically listed by priority (up to 9 levels) 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 in progress or life-threatening events.

> Separate Pending Calls window

> Hot key access to frequently used CAD functions
  o Search CAD incident and unit histories including keyword search

> Optional filters based on dispatch group assignment

# Computer-Aided Dispatch
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> Separate windows display available units, assigned units, alerts and messages.

> User customization of window positions, size and colors.

> Streamlined design uses function keys and quick access icons, instantly giving dispatchers the information they need to handle calls for service accurately.

> Function keys allow access to pre-formatted screens for commonly used functions or to quickly update unit status (hot key functionality).

> Command line and formatted screen data entry provides for efficient cursor movement, data entry and updates.

> Items can be selected using either a mouse or a track-ball, and graphical icons allow easy, one-click access to critical functions.

> Immediate access to online information means that at any time a dispatcher can query the system for phone numbers, SOP's, wrecker information or warrant information with a single keystroke.
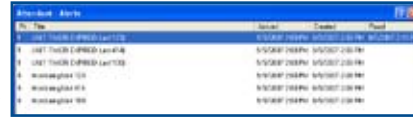
> Automatic access to information, such as warrants and BOLOs, upon call receipt, location, name or vehicle license plate entry.

> Configurable response line ups and run cards provide you with the flexibility to define differing responses and recommendations based on agency, organization, day of the week, time of day, and geographic location.

> Master Street Address Guide (MSAG) and Geographic Reference functions allow for quick and easy validation of locations and responders.

> When integrated with InterAct GIS, our Automatic Vehicle Location (AVL) helps insure responder safety by tracking and updating responders location on the map. It even tracks units at perimeter locations during tactical situations.

> Auto paging and faxing on dispatch to cell phones (via SMS text messaging)

> Highly customizable incident and unit timers to meet your agency's requirements. Timers may be defined by station or unit and can be based on status or incident priority.

> InterAct CAD will dynamically recommend units that are available to respond based upon agency-defined parameters (such as department, municipality, beat/zone or fire station coverage area). The dispatcher can quickly accept the recommendations with a single keystroke, or can over-ride it if necessary.

> Call guide questions are defined by agency and can consist of SOP questions or pre-arrival instruction. This insures compliance with agency procedures, as every question, response and time sequence is recorded.

> Immediate access to event and unit history allows users to quickly locate pertinent times and information.

> Historical incident searching capabilities allow users to find prior incidents with minimal information such as a date/time range, unit ID or keyword.

> Electronic notes and messaging eliminate the need for paper notepads and bulky storage boxes. With the messaging feature users can send notes to each other electronically, and each message is logged.

> The Reporting module allows authorized users to run over 75 pre-canned reports and obtain the statistical data needed to fulfill you're agencies reporting requirements. Report parameters may be saved and scheduled to automatically run on a daily, weekly or monthly basis.