

## Freeing Dispatcher Time, Enhancing Information Access

Emergency agencies in heavily populated areas are often inundated with calls from the public and the media inquiring about area incidents, traffic issues, and other non-critical matters. This surge in call volume consumes valuable time and ties up phone lines that are needed for more pressing public safety issues.

InterAct Public Safety has developed a new product to alleviate this burden. InterActPWC (formerly known as CalypsoPWC) automatically pulls selected incident information directly from InterAct's computer aided dispatch system, InterActCAD, and displays it on a public website. With this public webCAD display system, agencies can publish incident data to the public and media in real time, freeing up communication channels for first responders.

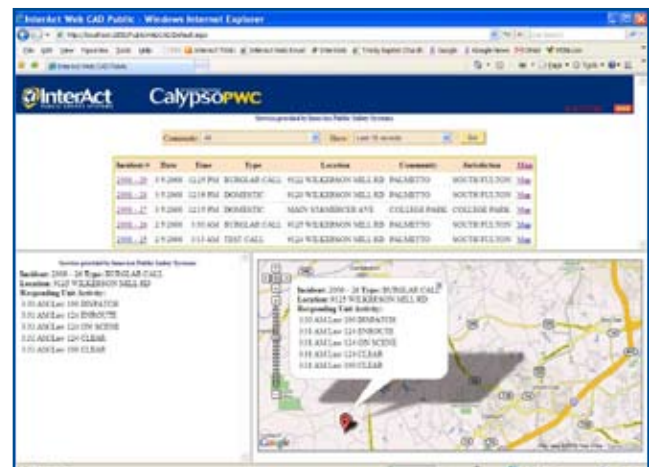
Enabling this public service requires little administrative time for the agency. They simply point to the URL where the data will be posted. There's no cumbersome data transfer or site maintenance involved. Once InterActPWC is installed, data flows directly from InterActPWC to the agency's website of choice, with no intervention from the IT manager or webmaster.

The software's intuitive interface is ideal for sharing data with the public. Incident data is plotted and displayed on a map to give residents a clear view of area trends and issues. Users can search for and filter calls from InterActCAD by community and jurisdiction. Those who have recently reported an incident can even visit the public site to see unit status, quickly identifying which units have been dispatched, are en route, or on the scene. The InterActPWC is also popular for those looking for local traffic data. Residents can visit the site before departing on a trip to see live maps of the latest traffic accidents. Keeping the citizenry well informed of road conditions helps alleviate further troubles on the roadways.

### Features and Benefits of InterActPWC

- Publish CAD incident data in real-time to a public website to keep the media and public informed of incidents in the area
- Filter and display only specific data based on a variety of parameters
- Free dispatcher time from having to answer incoming inquiries
- Incidents are plotted on a map
- RSS feed for up to the minute notification of incident creation and status

InterActPWC provides emergency management personnel with complete control over what types of incidents are made publicly available and the level of detail provided about each one. Agencies may choose to hide or unhide incident details, such as displaying a victim's street name but not their personal identity. In this way the agency ensures privacy protections for its citizens, while sharing important public safety data. The InterActPWC interface can also be customized to fit the look and feel of an agency's website.



# InterActPWC

## Product Overview

Publishing up-to-the-minute data empowers citizens to become better informed about current conditions, and steer clear of potential risks in their area. Whether it's avoiding hazardous road conditions or learning about criminal activity in the region, InterActPWC helps the public stay safer and more aware of their surroundings. Interested parties can even subscribe to an RSS feed to receive up to the minute information on incidents.

InterActPWC provides a cost-effective means to free up dispatcher resources to focus on more critical public safety tasks.

