

Assam GIS/GPS System

Solution Overview

Guwahati, the capital of Assam in eastern India, is among the 100 fastest growing cities of the world and is the fifth fastest growing city in India. In recent years it has experienced unprecedented spatial expansion and a steep rise in population. This rapid expansion places additional pressures on the city's police department. Additionally, recent bombings have heightened public distress and shined a floodlight on to the need for improving methods of dispatching law enforcement personnel.

With this goal in mind, the Guwahati Police Department partnered with InterAct Public Safety Systems. InterAct's computer-aided dispatch, automatic vehicle locator, and GIS solutions increase the capacity and efficiency of the call center, speed officer response times and enhance public safety.

Computer-aided dispatch and automatic vehicle locator improve response times

InterAct installed a new state-of-the-art Voice Over IP (VoIP) phone system at the Guwahati Police Department's dispatch center, tripling its call capacity. The company also deployed HerculesCAD, an intuitive computer-aided dispatch (CAD) application that vastly improves community and officer safety. Unlike most traditional CAD systems, HerculesCAD is extremely user-friendly, making it easy for dispatchers to get started with very little up-front training. They can execute actions using a variety of methods – graphical, hot key, command line, or drag-and-drop.

As soon as a call comes in, the dispatcher automatically sees the caller's phone number and window for recording the incident pops up. Once the caller's location is entered it is immediately pinpointed on a detailed map display. The dispatch center also has a giant display identifying all current incidents and units in the field. In this way, dispatchers can locate the closest officers to the scene and execute a response faster than ever before possible.

GIS tools provides precise directions to the scene

Once the responding officers are identified, the dispatcher can easily direct them to the scene of the incident via the fastest route possible. OdysseyGIS, InterAct's mapping application, displays landmarks, aerial and satellite imagery, structural photos, and other geo-based items necessary to dispatch a successful response

The City of Guwahati Improves Law Response Times with Software from InterAct

- **Geographic Information System** - once the caller's location information is entered into the CAD system, they are pinpointed on a digital map display.
- **Automatic Vehicle Location System** - the location of field units can be tracked in real-time enabling the dispatchers to dispatch the closest officer to the incident
- **Computer-Aided Dispatch (InterAct CAD)** - using the CAD system, dispatchers can monitor and manage multiple incidents
- **VoIP Phone System** - When a caller uses Dial100, their phone number will be transmitted to the CAD system enabling the dispatcher to phone the caller back. Police will also be able to track prior incidents related to phone numbers.

Well informed dispatchers improve officer safety

In addition, dispatchers have access to all previous incidents reported from a particular phone number. This is particularly important for alerting officers to potentially dangerous situations they may encounter upon arrival, helping to better prepare them for any circumstance. For example, if there have been recently reported incidents of violent persons in the household the officer is being dispatched to, he will have this information up front to prepare accordingly.

Complete audit trail allows instant review of incidents

All calls are automatically recorded and tagged for easy retrieval. InterAct provides full reporting and archival capabilities of each incident. Having a full understanding of how a situation unfolded is beneficial for the police department, helping to identify ways to improve the response process and resulting public safety.

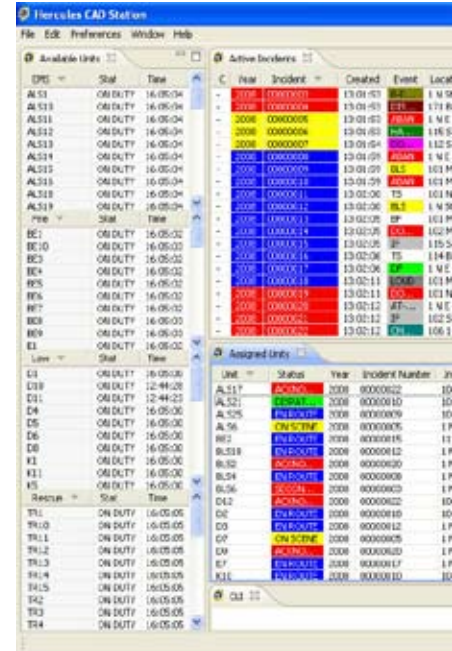
InterAct prepares Guwahati for the future

InterAct technology also prepares Guwahati to take advantage of emerging communication infrastructure. For example, the dispatch center is now poised to enable location-based identification tied to the caller's phone number. This way the dispatcher will automatically know where the caller is located—a particularly helpful piece of data for emergency situations

A proven solution of public s

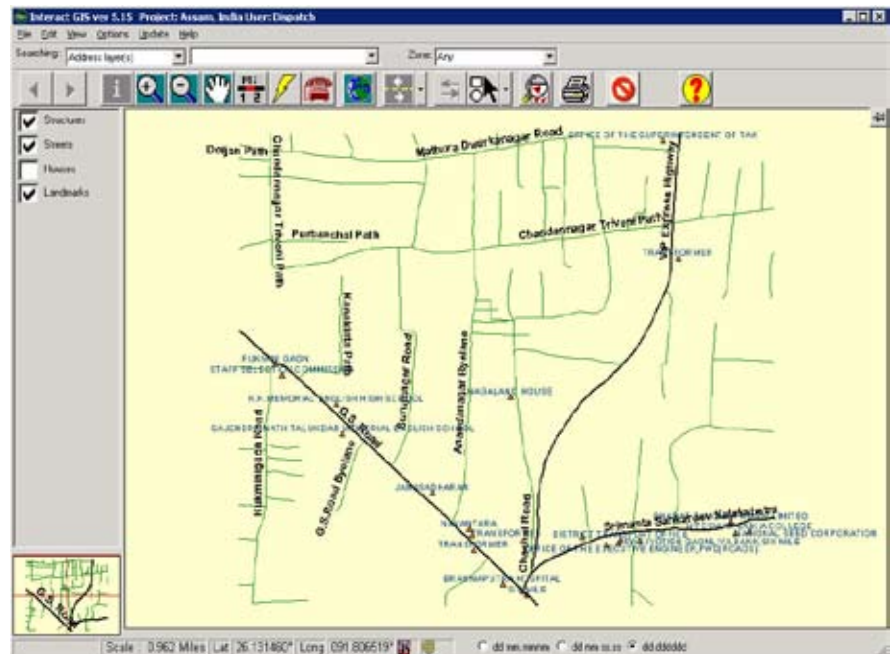
HerculesCAD

- Easy to Use Interface - configurable to meet the needs of communications centers of all sizes; flexibility to execute actions using a variety of methods - graphical, hot key, command line, or drag-and-drop.
- Simple and Efficient - 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.
- Secure - 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.

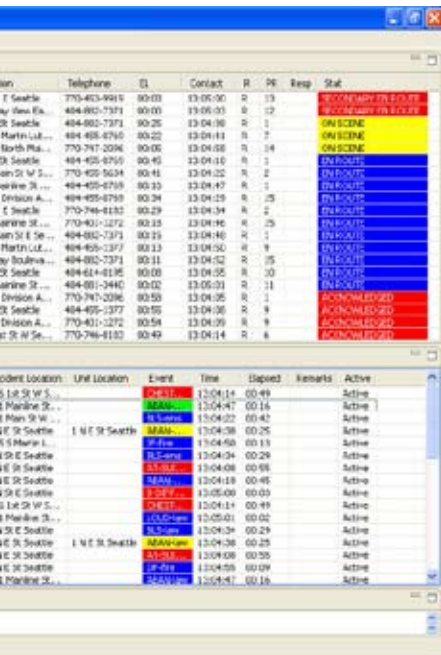


OdysseyGIS

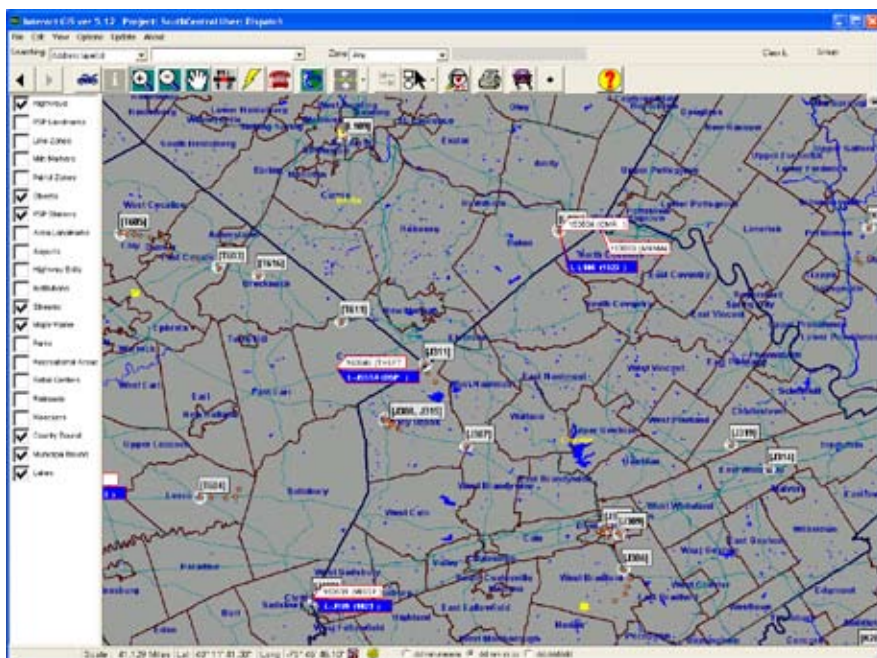
- Ease of Use - Drag and Drop units from CAD to the GIS map to assign them to an incident.
- Simple Navigation - Automatic zoom to wired and wireless caller location. Easily Zoom in, Zoom out and Pan
- Route Management - Set and pre-schedule road closures (locally and globally)
- Understand Location Details - Latitude/longitude display for any point on the map display, including a format converter for quick identification of x, y coordinates in a variety of formats
- Monitor Unit Status - Assigned units and color-coded status display at incident locations for easy identification of assigned resources



safety systems from InterAct.



Unit	Telephone	EL	Contact	R	PS	Resp	Status
1 Seattle	770-403-9815	00:00	13:04:00	R	13		RECONNAISSANCE
1 Seattle	404-882-7371	00:00	13:04:00	R	12		RECONNAISSANCE
1 Seattle	404-882-7371	00:25	13:04:06	R	1		ON SCENE
1 Seattle	404-882-7371	00:25	13:04:11	R	2		ON SCENE
1 Seattle	770-717-2094	00:05	13:04:08	R	14		ON SCENE
1 Seattle	404-425-8705	00:45	13:04:10	R	1		ON SCENE
1 Seattle	770-403-9815	00:41	13:04:02	R	2		ON SCENE
1 Seattle	404-425-8705	00:10	13:04:47	R	1		ON SCENE
1 Seattle	404-425-8705	00:34	13:04:19	R	25		ON SCENE
1 Seattle	770-749-8182	00:29	13:04:34	R	2		ON SCENE
1 Seattle	770-403-1272	00:10	13:04:16	R	25		ON SCENE
1 Seattle	404-882-7371	00:10	13:04:16	R	1		ON SCENE
1 Seattle	404-425-8705	00:13	13:04:50	R	9		ON SCENE
1 Seattle	404-882-7371	00:11	13:04:52	R	25		ON SCENE
1 Seattle	404-425-8705	00:00	13:04:55	R	30		ON SCENE
1 Seattle	404-882-7371	00:12	13:05:01	R	1		ON SCENE
1 Seattle	770-749-8182	00:50	13:04:35	R	1		ACKNOWLEDGED
1 Seattle	404-425-8705	00:50	13:04:36	R	9		ACKNOWLEDGED
1 Seattle	770-403-1272	00:54	13:04:39	R	9		ACKNOWLEDGED
1 Seattle	770-749-8182	00:42	13:04:14	R	8		ACKNOWLEDGED



TitanAVL

- Real-Time Unit Tracking – TitanAVL displays the vehicle location on a graphical map, allowing all dispatch personnel and other officers in the field to view the progress of all units. A breadcrumb trail behind each vehicle graphically communicates the direction of travel.
- Easily Find Unit Information - Specific information can be viewed by dispatchers and field units quickly such as unit type, unit number, latitude/longitude, physical location, direction, date and time. If TitanAVL is integrated with InterAct CAD, you can also view unit status.
- Keep Personnel Safe by knowing exactly where they are at all times. If an officer or public safety responder needs assistance and is unable to radio in their exact location, TitanAVL ensures that their information is accurate, and constant—displayed in real-time.

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Product Descriptions

HerculesCAD

InterAct HerculesCAD 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 HerculesCAD 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.

HerculesCAD 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.

OdysseyGIS

OdysseyGIS, is a dynamic, easy-to-use digital mapping application that displays caller locations, landmarks, aerial and satellite imagery, specific structure photos and other geo-based items necessary to dispatch a successful response. The information is displayed in a large map window that includes an inset pane for wide-area view.

With OdysseyGIS, detailed feature information may be utilized in creating a more productive dispatch environment that results in an efficient call center, reduced agency costs and more importantly – saving lives.

The screen can show many layers, such as streets, hospitals, railroads, parks and cell towers, which may affect a responder's ability to reach the locations quickly. With InterAct's automatic vehicle location, TitanAVL, the system can display the units location and coordinates as the unit progresses to the incident location.

TitanAVL

TitanAVL, is designed to provide your agency with the most efficient tools needed to respond to emergency calls faster and keep field personnel safer.

InterAct TitanAVL combines GPS technology and satellite imagery to provide a full service vehicle location system that displays the location of the emergency response unit at all times, whether they are on the move or at a stand still.

