CAD Technology

The Public Safety community continues to struggle with the challenges and costs of implementing technology to facilitate effective information sharing. Computer Aided Dispatch (CAD) software is used to initiate public safety calls for service, dispatch, and maintain the status of responding resources in the field. **TracNet**™ has taken the CAD requirements one step further with the 2007 version of CAD-TN.

There is no doubt the design, development, purchase, and installation of CAD systems can be a complicated and expensive endeavor for the agency. The standardized functional requirements for **TracNet** CAD and integrated Records Management Systems (RMS) enable agencies to *lower* the cost of procuring and implementing information sharing systems by automating many mission-critical procedures in a user-friendly manner. We realize that the success of an emergency response system

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The Computer Aided Dispatch component has a graphical interface, command keys,

and full Command Line options and is integrated with the RMS system. The system includes a unit recommendation table and terminal-to-terminal messaging. The system can be set up in an optional Call Taker and Call Dispatcher configuration.

CAD-TN Features

Units Available

Units available and their current status are displayed in color and can be selected by agency, dispatcher responsibility (i.e. Police, Fire or EMS) or a combination of both. The drag-and-drop feature allows dispatchers to easily move units to calls for service or put them out at common tasks (i.e. jail, meals, transport, traffic stops) with the click of a button.

911 Interface

The CAD-TN E-911 Interface enables **TracNet** CAD users to receive and record Automatic Number Identification (ANI) and Automatic Location Identification (ALI) from 911 call handling system.

Location Information

Location information displays previous activities, Officer Hazard or Hazardous Materials at the location, cross street and Fire Run Card assignments for First, Second, and Third alarm.

Integrated Mapping

Pending Calls, Assigned Calls and or current cellular callers can be displayed on a map.

Call For Service

Calls For Service (CFS) are tracked using the "Call For Service" screen that captures information provided by the reporting

09/06

person. Units may be immediately assigned to the call, or if units are not assigned as they are available. Each unit status is constantly displayed and if no units are immediately available, the call is placed in a "Pending" status

Officer Initiated Activity

Officer Initiated Activity is tracked similarly to a Call For Service, however, the entry of information is placed in activity specific screens (i.e. Traffic Stop/Suspicious Vehicle/Transports) and the call is immediately placed into the "Assigned" status. Unit Status Changes (Meals/Reports/Transport/Jail/etc.) are tracked and the display reflects the current status

Case Number Assignment

Case Number Assignment is provided through the CAD system and initiates the automated case tracking record. The tracking record starts with number assignment and follows through to the final D.A. filing process.

Inquiries

Access to the Records Management System is provided through inquires based on the Names, License Numbers or locations. Inquires provide a listing of previous contacts with persons, vehicles or locations.

Information Case/Incident Case

Dispatchers, Officers, or any other agency personnel can create "Information Cases". The "Call For Service" information is electronically copied into the "Information Case" eliminating the need for duplicate entry. A short narrative and inclusion of involved parties, property, vehicles and the Location are included and maintained in the Records Management System.

Management Reports

A variety of management reports are available to provide specific minute by minute accounting for calls for service and officer activities. Press Logs and Briefing reports are standard in the system.

Mobile CAD

The mobile CAD product is designed for patrol car use and provides the same easy

to use features of the other CAD products. The "Day/Night" feature adjusts the screen colors for bright sunlight or subtle background colors for nighttime use. Large on screen buttons are designed make touch screen use easy for officers in the field. A chat feature allows officers to communicate with each other using their mobile computers. Address history is available for all officers without dispatcher intervention.

System Architecture

TracNet™ CAD has been proven reliable in installations for the last 15 years in both large and small dispatch centers. **TracNet** uses relational databases on the backend with IT-friendly IBM commercial backend servers that provide the secure strength, scalability and flexibility to search millions of records without functional loss or system slow-down. The **TracNet** CAD-TN frontend is a true Windows® interface. **TracNet**'s CAD-TN industrial backend with a Microsoft™ Windows® frontend user interface provide a proven solution to support critical public safety dispatch operations.