

Versadex CAD (Police, Fire, EMS)

>>>Versadex CAD features

Seamless integration between Police and Fire

Multi-jurisdiction support

Enhances dispatcher capabilities

Extensive and optionally shared location information such as hazard/alerts, contacts, premises details

Quick and Responsive

Comprehensive, usually shared alarm registry and false alarm tracking

Offers control and consistency

Multiple dispatch queues, by coverage, by category, and by required service

Optimizes use of your patrols

Completed call information can be automatically transferred to another RMS (fire or police)

Contributes to public and officer safety

All activities time stamped (to the second) and logged for later recreation in real time

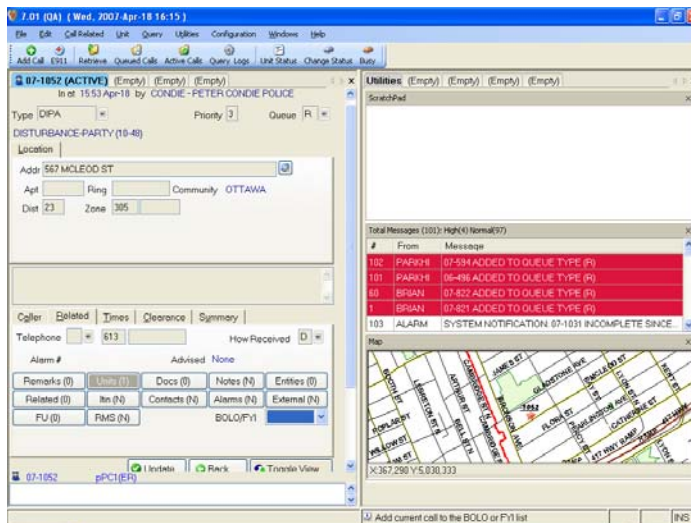
Provides a trustworthy record of events

Versadex CAD is a fully featured, robust **Computer Aided Dispatch (CAD)** system built specifically for non-stop operation in mission critical environments. Versadex CAD supports advanced command and control communication center environments and can be directly connected to the Versadex RMS or a Fire RMS.

Versadex CAD's **command line**, designed for experienced dispatchers, supports a site-configurable command set. In total, there are over 200 site-configurable commands available in Versadex CAD. When entered on the command line either alone or with their associated parameters (i.e., information that a command acts upon such as unit number, officer number, call number, etc.), these commands can be used to perform a variety of functions and procedures in Versadex CAD. In addition, individual commands can be concatenated (or 'strung' together) to expedite the dispatch and monitoring process. To reduce training time, the mnemonic and parameter sequence for commands can be changed to match what the dispatchers are already familiar with. While the **command line** is likely to be the choice for most users, Versadex CAD also uses a drop-down menu and buttons for users that prefer to use the mouse.

Versadex CAD efficiently organizes information making it readily available to users. Folder tabs are used to categorize information and hot keys are used extensively to open new tabs, close tabs, switch between tabs, etc. The **Utilities** tab can contain a Mail window, Officer notes, a scratch pad to enter miscellaneous notes, the Monitor window where you can monitor a desk or unit, an integrated map, and desk messages. Together, this organization of the interface provides users with a more centralized 'Working screen' in which they can access various different types of information without having to open multiple windows.

Versadex CAD supports full **Call Path Charting** to assist call-takers in properly classifying the call with a relevant urgency/priority. **Call Path Charting** also assures that agency policy regarding call-taking is followed. In addition a **Differential Police Response** model will identify whether a call should be immediately dispatched, handled by another special service or, in the case of calls that are not dispatched, whether a report should be taken over the telephone. These features are included in Versadex CAD to further assist the communication center in managing the large volume of calls for service they receive through the course of the year and to provide better overall response to the public.



Versadex CAD Working screen

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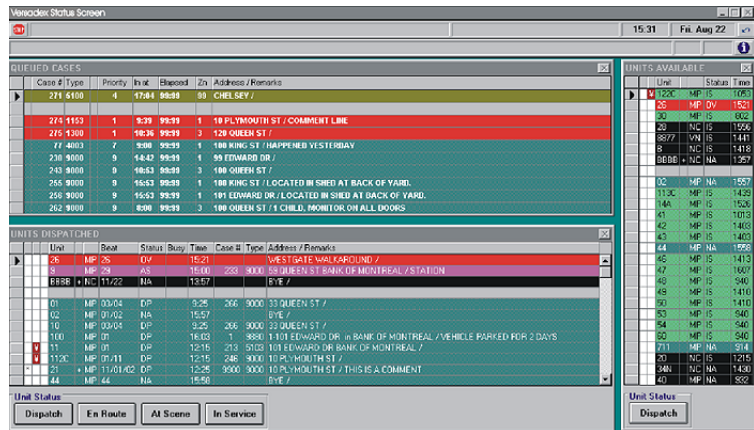
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Versadex CAD supports separate, dynamic color **Status screens** to supplement the dispatcher's working screen. The separate **Status screen** is particularly necessary in order to support MDTs since officers can change their status, start automatic timers (if out of vehicle, for instance) and clear calls themselves at any time from their MDTs. The dispatcher requires a constant, dynamic Status display to be aware of these changes. Versadex CAD offers four distinct, site configurable formats for the **Status screen**. However, for any format, the dispatcher can further control what is displayed and how the screen is partitioned. Dispatchers can select the units they will monitor, the sequence of display and the size of the different status windows.



Versadex CAD Status screen

routed/queued based on their location and call type. The automated activity log can be used to review a particular period in time to precisely know what was happening at a critical period. A hazard page for location information is offered as well as the fully featured capability to pre-record alarm information, which saves time and effort when an alarm company reports an alarm.

Police and Fire in Versadex CAD are tightly integrated and offer agencies two models—a combined dispatch center model in which you can dispatch both Police and Fire or the separate model in which Police and Fire are dispatched separately but still share access to crucial files such as streets, hazards and special services (ambulance, tow trucks, etc.). Users that have access to both Police and Fire can perform both Police and Fire functions from most screens. A Police/Fire drop-down lets you select the appropriate CAD and displays fields appropriate to your selection. Police calls can be generated from Fire calls (e.g., to close roads) and Fire calls can be generated from Police calls (e.g., to wash gasoline at an accident scene). In either case, the police and fire event numbers are automatically related.

Fire/EMS extends the Street Index to support response codes, hydrant locations and status, premise records (hazards, construction material, extinguishers, etc.), itinerary records (how to get there) and other special purpose record types. It provides apparatus dispatch recommendations for initial, first, second and third alarm levels, along with recommended cover-ups. It is a powerful tool for fire dispatching.

Fire/EMS also supports an optional interface to the **ProQA** emergency medical triage software from Medical Priorities Inc. The ProQA software assists and guides the dispatcher through a series of questions that identify severity and priority of the medical emergency. All responses are logged and time stamped for future reference.

Versadex CAD supports integrated maps at varying levels of resolution. Versadex CAD can display the location of a call on the map at the touch of a key or automatically. Maps, or portions of maps, from a high level perspective (jurisdictions, beats, etc.) down to individual buildings can be displayed and they can be overlaid with symbols depicting things such as roadblocks, stakeouts, officer locations, emergency vehicles or any other object with special meaning. You can pan and zoom in or out of any area on the map.

Versadex CAD also supports **CAD-to-CAD data sharing**. This allows CAD users to exchange call information with an external agency that uses a separate CAD system that may or may not be Versadex CAD. This feature has a number of benefits. For example, one agency can notify another of a serious car accident that has occurred. The notified agency can then also create a call and dispatch units to assist. Call information can be exchanged automatically by call type and/or geography for bordering agencies or the dispatcher can manually transfer call information to another agency. Using the CAD-to-CAD interface, this can occur without dispatchers having to contact each other by phone, thereby saving time.

Another valuable Versadex CAD feature is the extensive use of timers. Some timers are automatically set; however, others are set by the dispatcher to time various delays such as an officer performing a vehicle stop or the time an officer is at scene at a domestic dispute. If the unit's status changes before the time limit expires, it is simply reset.

However, if a timer expires, the dispatcher is alerted by an audio signal and the separate **Status screen** display flashes the unit and the expired situation to attract the dispatcher's attention so they can deal with it appropriately.

Other notable Versadex CAD features include separate queues by dispatcher or other assignment (e.g., telephone report taker). Calls can be held for a specific time or 'stacked' for a specific unit. In addition, calls can be

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