

The need for **DISPATCH** MAPPING CAPABILITIES

When Every Moment Matters

Emergency dispatchers do incredibly challenging, demanding work, helping community members deal with some of the most stressful moment of their lives, while also maintaining calm, gathering information, and providing aid. Dispatchers need to not only understand the emergency, its severity, and its location, but also provide potentially life-saving instructions and next steps until first responders are able to arrive on the scene.

The need for an effective CAD system is essential to manage these demands. Superior CAD software will deliver speed, efficiency, organization, and collaboration capabilities to dispatch professionals. The right CAD system can support dispatchers and responders in the field with critical information management tools, allowing the professionals to focus on protecting and helping people.

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DISPATCH & PATROL TECHNOLOGY MUST-HAVES

CAD systems provide instantaneous, seamless communication among dispatchers, first responders, and those emergency situations. To be fully effective, your CAD system should include four essential features:

E911 Integration

E911 Integration can automatically pinpoint a caller's geographic location and phone number through coordination with telephone providers and display the necessary information on the dispatcher's computer screens. This data then allows dispatchers to share vital information quickly and easily with first responders.

Silent Dispatch

Silent dispatch sends assignments from the dispatcher directly to the mobile patrol system within an officer's vehicle. The assignment includes the location, status, and relevant information of an emergency so officers are able to deploy the proper response team quickly.

AVL Tracking

Automatic vehicle location (AVL) tracking allows dispatchers to see which response vehicles are nearest to an emergency. With the addition of mapping capabilities, dispatchers can quickly decide which vehicle to send to a scene by reviewing the recommendations from their CAD system and making a quick scan of the map to see who's closest. By using AVL technology in conjunction with mapping, dispatchers and first responders are able to lower their response time.

GPS Mapping Services

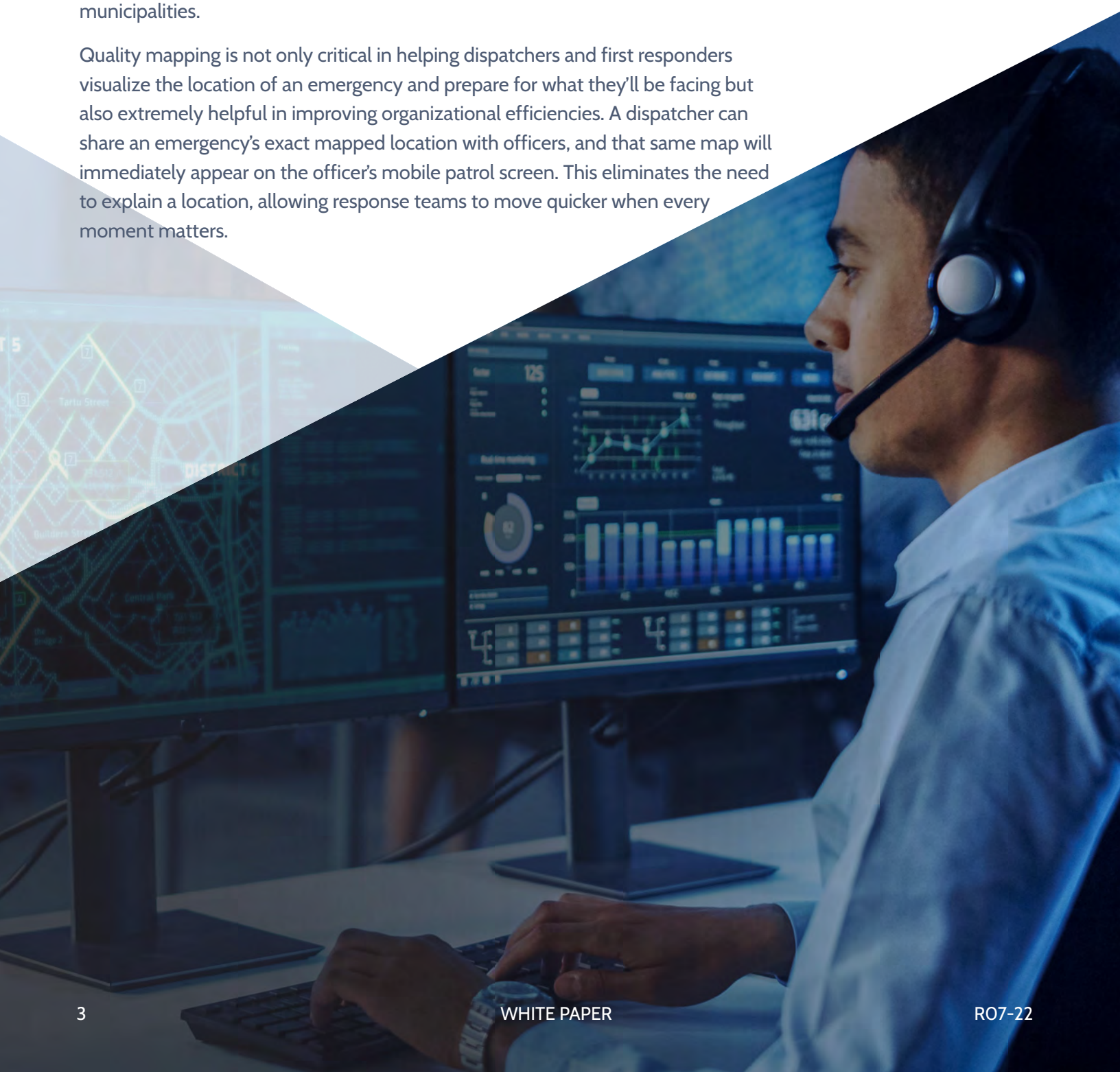
While all information exchanged between a dispatcher and first responders is critical, the most necessary is the emergency's location. The E911 feature only shares an address or cell phone coordinates that can be translated into an address, and those still need to be accurately mapped to actually be helpful. CAD systems that integrate GPS mapping services, therefore, provide organizations with the tools they need to respond to an emergency quickly and effectively.

WHY IS MAPPING SO ESSENTIAL?

Map integration has been highly transformative for dispatchers and first responders. In order to fully understand its impact, it's important to understand what the dispatch process is like without it.

Dispatchers and first responders are essentially traveling blind without mapping capabilities unless they're highly familiar with an area. For example, if an EMS crew receives a location for an emergency on Main Street, they could head to Main Street on the east side of their city, when in actuality, the emergency is on Main Street on the west side of the city. This type of confusion is especially common in larger municipalities.

Quality mapping is not only critical in helping dispatchers and first responders visualize the location of an emergency and prepare for what they'll be facing but also extremely helpful in improving organizational efficiencies. A dispatcher can share an emergency's exact mapped location with officers, and that same map will immediately appear on the officer's mobile patrol screen. This eliminates the need to explain a location, allowing response teams to move quicker when every moment matters.



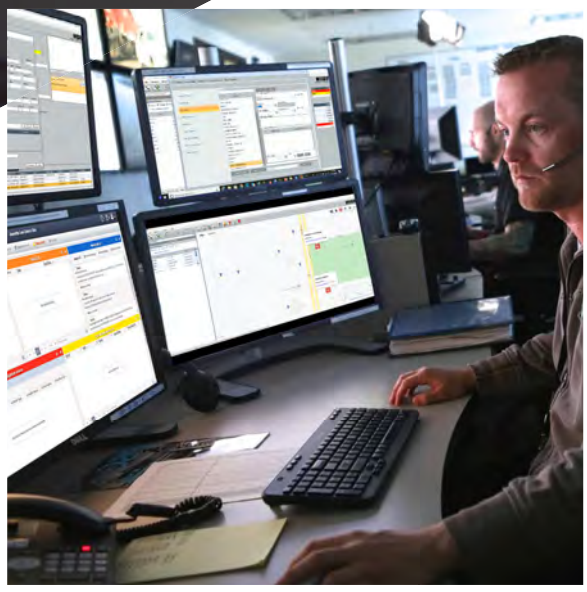
A SOLUTION THAT PROVIDES MUCH MORE THAN A LOCATION

When searching for a CAD solution, it's important to look for a software that goes a step further than just location mapping.

A CAD system that also includes map routing and directions will enhance dispatch efficiencies even more. If an officer is headed to the scene of an emergency, they'll already have the map up on their mobile patrol computer. Rather than having to open a different application to find the most efficient route to get there, they can simply start driving and receive directions along the way within the same program.

While the benefits of a map integration are more obvious for dispatchers, it's also beneficial for administrators or supervisors within a dispatch center or police department. Teams are able to access mapping data and use it to run reports and conduct analyses of recent events to identify incident hot spots. They can also review the response process and time visually by employing the "playback" tool found in various CAD systems. This tool allows a user to go back to a time period on the map and see the exact movement of first responders as it occurred. Visualization of an event at this level is often critical in logging an emergency event and provides added context to the timeline.

Overall, mapping enables everyone involved in emergency response to gain a broader perspective of what's happening and respond more efficiently and with a better success rate.



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