

# IDDispatch

COMPUTER-AIDED  
DISPATCH SYSTEM

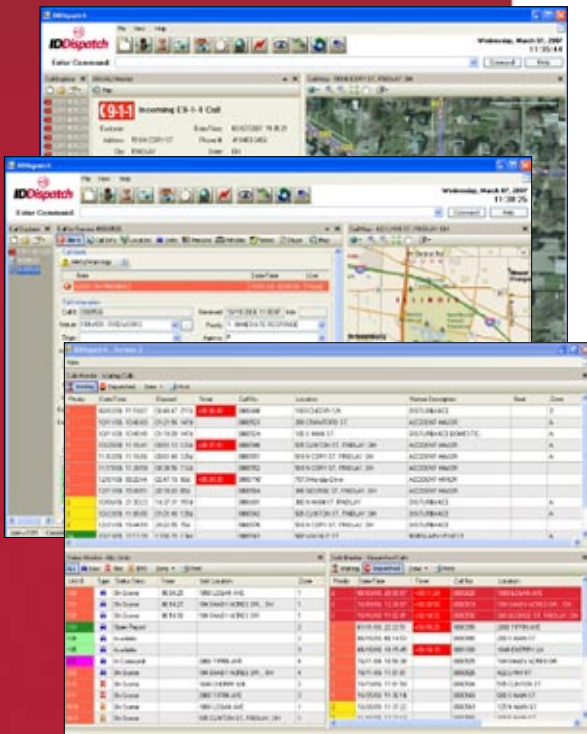
## A Modern Solution for Dispatch Centers

Our IDDispatch system provides distributed dispatch functionality with sub-second response time. It increases dispatcher effectiveness by providing vital information like closest car calculations based on actual driving distance and alerts like gun on premises, outstanding warrants, and other important information.

Our integrated mapping solution provides a view to incidents and units to the dispatcher as well as to mobile vehicles. Also, any mobile vehicle can assume command of a situation like a structure fire, bank holdup or hostage situation and dispatch additional unit's right from the field.

### Latest Technology

- We have created the first innovative computer-aided dispatch product in over a decade.
- The flexibility of designing data entry forms and moving dispatch sections such as alerts, locations, persons, vehicles, units, NCIC/State queries, notes/narratives and dispositions provides the dispatch center with the ability to customize each Law Enforcement, Fire and Emergency/Ambulance dispatcher position.
- In addition each dispatcher has complete control over Call Explorer, Map, E911, Messages, Unit Status, Call Waiting and Call Dispatch Monitor locations.
- User defined commands and full function drag and drop, right click and double click mouse functionality creates a multitude of navigational opportunities for the dispatcher to interact with the system.



# IDDispatch

## A Cut Above the Competition

IDDispatch is a full function CAD system that redefines communication between the public, dispatch and first responders with cell call and land line map locator, prior call history, hazards, guns on premises, warrants, gang activity, handicap person and fire hydrant location alerts, closest car with estimated time to arrival (ETA) calculations, automatic NCIC/State queries and intelligent dispatcher navigation.

Our distributed technology ensures that dispatchers never have to wait for the system or write anything down on paper because the system cannot keep up. This guarantees all information is entered into the CAD system in real time and prevents the need to re-enter times after the fact.



### Design Advantages

- Distributed Architecture
- Intelligent Mapping
- Integration with Mobile and RMS
- .NET Technology
- Very Configurable
- High Performance Response
- Reduced Cost of Operations

### Features

- Mobile or Stationary
- Multiple Locations
- Map Concentric
- Intuitive Interface
- Embedded Messaging
- Embedded Email
- Customizable Screen Layouts



## Embedded ESRI Map Technology

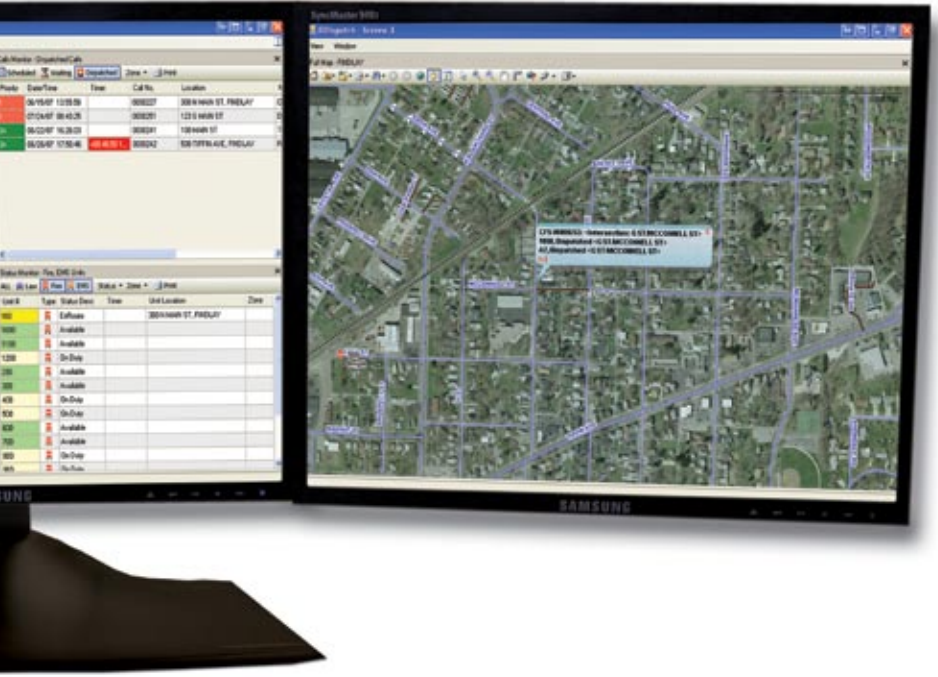
Our competition uses integrated ESRI maps which require a separately maintained GEO address verification file and ongoing synchronization. Our embedded ESRI Map Technology eliminates the need for a GEO file by utilizing the ESRI street layer for address verification which improves map and address verification speed plus allows ranking of address matches based on relevance. Our system is faster with a more accurate address, business, cross street and mile marker verification. Our embedded ESRI Map technology interacts with each call and provides a county, beat or district map view of all calls and units.

## ETA Based Unit Recommendations

Estimated time of arrival (ETA) is used in conjunction with GPS/AVL to determine which unit is closest to the incident. Our process does not use the standard straight line calculation, but uses the known street information like one-way streets, traffic signals, railroad tracks and many other variables like road closures and accidents to calculate a more accurate time of arrival. This information is disseminated to the dispatcher from multiple units in order to provide the dispatcher with the truly closest unit.

## Automatic NCIC/State Queries

The query component of the application allows your operators to search multiple databases with only a single search. Searches would typically include the state's criminal history system, driving records, NCIC, local databases, and regional sharing systems. It also provides for seamless integration of these query results into the RMS applications so that the information returned doesn't need to be retyped.



## Closest Route Driving Directions

The closest route driving direction process takes into consideration one-way streets, traffic signals, railroad tracks and many other variables like road closures and accidents to provide visual and verbal driving directions to the unit. This is typically done within mobile CAD but it is available to dispatch for units without mobile CAD.

## Command/Field Level Dispatch

The distributed nature of IDDispatch creates a unique capability to dispatch from anywhere in the county and handle bank holdup, hostage, multi-alarm fires and major accident situations that require on-site management and supervision of personnel and equipment.



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## Functionality

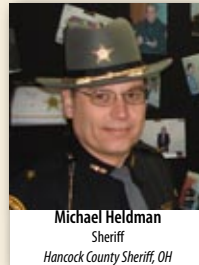
- Call Taker Environment and/or Dispatcher Environment
- Embedded Mapping w/GID Address Verification/No Need to Separate GEO File
- Distributed Architecture Guarantees Up Time Even w/Loss of Network and/or Server
- User Controlled Status Monitors for Units, Calls and Messages
- User Defined Call Entry Screen w/Duplicate and Non-Emergency Call Processing
- User Defined Maintenance Screens
- Locations History and Alerts
- Call Scheduling
- Flexible Command-Keystroke-Centric or Mouse Driven/ Drag and Drop User Interface
- Time Stamping of Call and Units is Accomplished w/Minimal Key/Mouse Strokes
- Seamless Support for Police/Sheriff, Fire and EMS Dispatching
- Remote Status Monitors for Police/Sheriff, Fire and EMS Dispatching
- Police/Sheriff/EMS Unit Recommendations
- Fire Run Cards, Text Messaging
- Contact Manager with Email
- Cell Phone, Paging and Fax w/Voicemail Using Text-to-Speech Broadcast
- Non-Medical Pre-Arrival Instructions
- Rotating Tow List
- Equipment Issued
- Reports By Call Summary, Activity, Average Response Time, Beat Officer etc.
- Query Builder Ad-Hoc Reporting Tool w/Integrated Data Selection Capability

- Supervisor Monitor of Dispatcher/Call Taker Activity (Large Agency)
- Call Load Balancing Between Call Taker and Dispatcher (Large Agency)

## Interfaces

- E911 Integration
- Multiple Map Support; Including ESRI, Map Point, Virtual Earth etc.
- State/NCIC (LEADS, LEIN) Integration w/Automatic Query Processing
- AVL/GPS (Vehicle Locator) Integration
- Mobile Unit Integration w/Status, Call and Messaging Support
- Police/Sheriff, Fire and EMS Records Integration (XML Based)
- Medical Pre-Arrival Instructions Integration
- Audio Recording (Nice/Dictaphone) Integration
- TDD - Support for the Deaf
- Fire/EMS Tone Alerts, Alarms/Key Holder Information
- Hazardous Materials - DOT Look-Up
- Calls For Service Integration w/IJIS Information Sharing Databases
- Pin Mapping of Unit and Call Activity
- Custom Management Reporting

## Customer Testimonial



Michael Heldman  
Sheriff  
Hancock County Sheriff, OH

ID Networks had been supplying us with a number of software solutions for many years. When we decided to acquire a CAD system, we shopped around and we were amazed at the high prices from most vendors. ID Networks indicated they were developing a robust CAD system but the development would take awhile for completion. Since ID Networks had done such a good job for us with our other applications, we decided to wait for their CAD development. It was well worth the wait, because we now have a very robust CAD package that fully integrates with our other applications. Our 911 and mapping functionality easily operate with our RMS and Mobile software packages to dramatically improve officer efficiency.