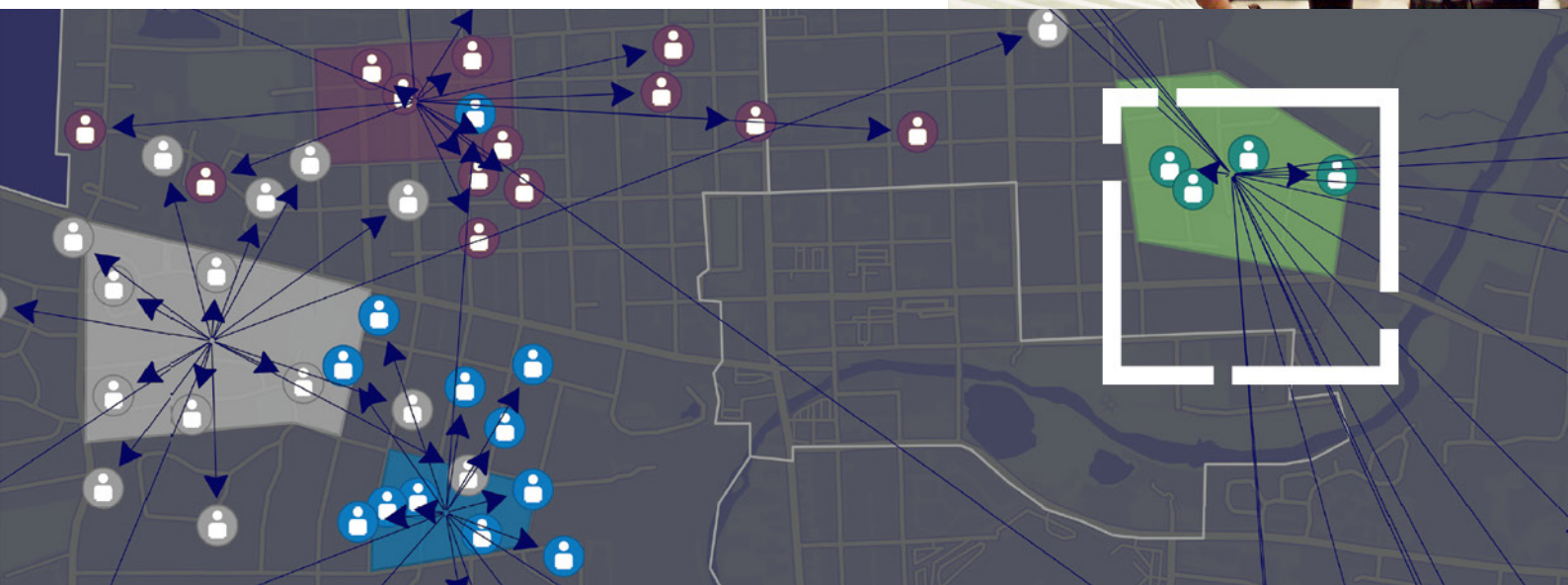esri™ India

THE SCIENCE OF WHERE™

ACTIONABLE
INTELLIGENCE FOR
YOUR EMERGENCY
MISSIONS

Extending the power of Computer Aided Dispatch - **The Future**

The primary mission of every community is to ensure public safety and security.

Every second counts when it comes to protecting lives. During such life-altering scenarios, CAD (Computer Aided Dispatch) technology provides an automated way of keeping a track of incidents and clearly communicating in real-time. CAD technology is specifically designed to meet with the fast-paced emergency environment. It provides communications center operators with the right tools and functionalities to ensure public safety, manage records and provide mapping that can be imperative in response situations - CAD system is incomplete without location Intelligence.

While CAD workflows appear simplistic (a call is received, and a first responder is dispatched), the actual process is much more complex. Emergency calls for service require analysis to determine the type of response needed - Police, Fire, or Medical. In some cases, the response may involve assigning several types of responders, such as, in the case of a traffic accident where fuel is leaking from damaged vehicles. In this example, the response requires police, fire, and medical personnel. GIS identifies the location of the event and the availability and proximity of appropriate first responders and can be used to provide an operational understanding of risks associated with the call or possible routing hazards such as flooded roadways, damaged bridges, and so forth.
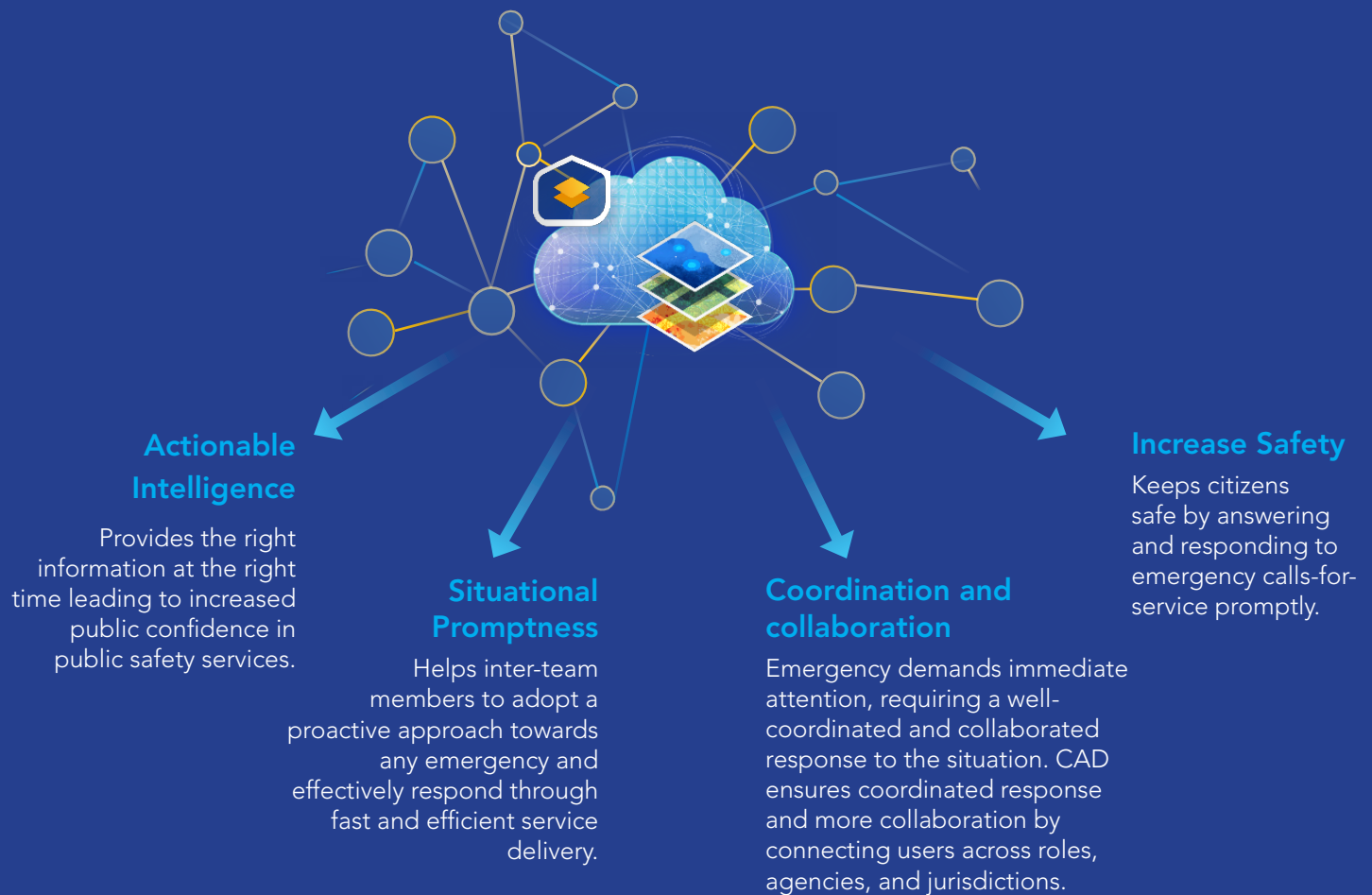
CAD solutions require a geographic database- details such as location, street information, points of interest, and/or parcel information, to accurately locate emergency calls. GIS technology enhances CAD functionality through advanced analytics and data. A GIS-integrated CAD solution provides more actionable information and capability than simply displaying an incident on a dispatch monitor.

CAD
A real-time, multi-agency, multi-jurisdictional Computer Aided Dispatch system

CASE MANAGEMENT
A secure and highly customizable investigation workflow tool

EMERGENCY
A cutting edge app available to the public to report incidents including images directly to 911.

Esri Safetynet solutions

RMS
Integrated records management to assist with crime prevention, investigation, and incident analysis

MOBILE
Reduces voice traffic and provides silent transmission of mission-critical information

E-REPORTING
Automates the handwritten field reporting process allowing for media attachments, agency-defined reports, and easy-to-use commands and features

MOBILE INSIGHT
Connects public-safety personnel to vital information through Android OR iOS devices

GIS enabled Computer Aided Dispatch

Actionable Intelligence
Provides the right information at the right time leading to increased public confidence in public safety services.

Situational Promptness
Helps inter-team members to adopt a proactive approach towards any emergency and effectively respond through fast and efficient service delivery.

Coordination and collaboration
Emergency demands immediate attention, requiring a well-coordinated and collaborated response to the situation. CAD ensures coordinated response and more collaboration by connecting users across roles, agencies, and jurisdictions.

Increase Safety
Keeps citizens safe by answering and responding to emergency calls-for-service promptly.

Computer-aided dispatch systems receive caller and location information from Dial112 - unified number for distress calling, ultimately connecting the caller with a professional emergency call taker who gathers the additional information needed to assess the type of call and the seriousness of the event. This communication occurs through computer telephony integration (CTI), allowing the dispatcher to exchange information with the caller. The call taker then prioritizes the call and assigns the appropriate first responder (example: fire, police, or medical services). The CAD becomes a system of record for the call for service (CFS), and the stored intelligence can be exported to RMS for further case management and analysis.
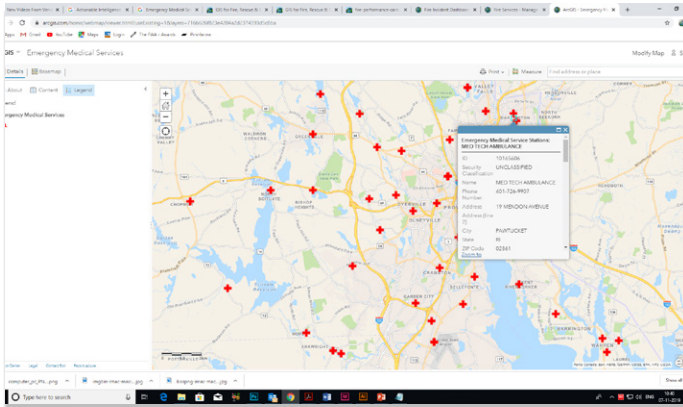
• Fire Management

Fire agencies on all levels strive to preserve lives, property, and natural resources. Many agencies have embraced GIS as a tool that helps them balance needs, uses, and hazards to promote the sustainability of the environment while identifying and limiting vulnerability. GIS, when coupled with CAD, enables the ability to quickly answer questions such as: where is the fire and how fast is it spreading; what are the priority values to protect; and what are the risks? Together, it provides the capability for fast, efficient analysis, and data dissemination.
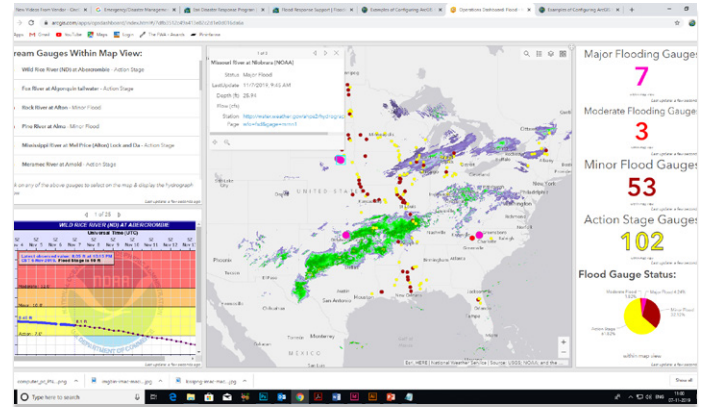
- ## Emergency Medical Services (EMS)
  GIS extends the capability of maps to provide intelligent, interactive visualization of location-based data and analysis for better situational awareness and resource deployments.

- ## Emergency/Disaster Management
  GIS enables to prepare for and mitigate emergencies, through mapping and modeling potential disasters to help visualize critical vulnerabilities and damage consequences.

A Complete Platform

Your challenge requires more than what a static map provides. Esri ArcGIS® platform gives you scalable technology that works on-site, within the cloud, and in the field. It delivers real-time content & analysis, when & where they are needed with use of simple applications. Enables collaboration and information sharing across your organization and among your partners at all levels for a more coordinated effort.

Operational Briefings

Damage Assessments

Impact Analysis

Public Information

Real-Time Situational Awareness

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