

Today, more communication centers are placing a greater importance on geographic information systems (GIS) for coordinating emergency response than ever before. Computer-aided dispatch and GIS technologies combine to optimize operations, manage resources and minimize response times.

TriTech's VisiCAD provides a GIS-centric approach to computer-aided dispatch and emergency response through VisiCAD Geo, its integrated mapping component. Leveraging ESRI technology, VisiCAD Geo provides users with a visually accurate view of response areas and environments to accurately pinpoint incident location and resources to effectively manage emergency response. With VisiCAD Geo, maps are intuitive and realistic, so dispatchers can focus on expediting emergency response and minimizing response times.



Dispatch Perspective | City of Loveland, CO Improved Situational Awareness to Accurately Pinpoint and Direct Units

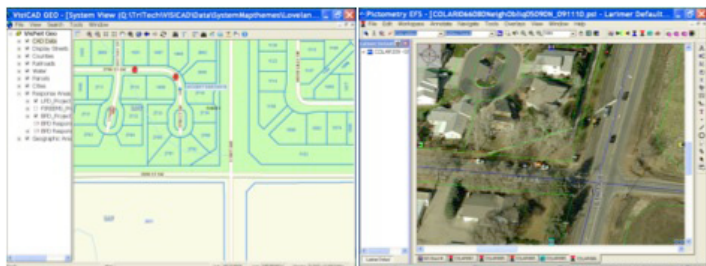
There are several instances when the caller location, address and incident location are not the same which makes it difficult for responders. The ability to add aerial ortho layers (MrSID format) provides dispatchers with more detailed location information to accurately direct units to the exact location of the incident. With the added details of the Geo maps, responders know exactly where they need to go, thus minimizing their response time.

According to Chris Shoemaker, Lead Communications Specialist for the City of Loveland, "The amount of information available in Geo is extremely important to our call-taking and dispatch operations. There have been many incidents in which we use Geo to receive the address of incident and the aerial imagery to direct units to the exact location of the incident. Geo has definitely helped us in efficiently coordinating our units for a better response time."

Situation 1

A "Burglary in Progress" call taken at a brown house on the corner of SW 28th St & Taft.

- Utilized Pictometry to find the brown house and Geo for the address to direct responders



Key Benefits

- Optimize Operations
- Manage Resources More Effectively
- Minimize Response Times

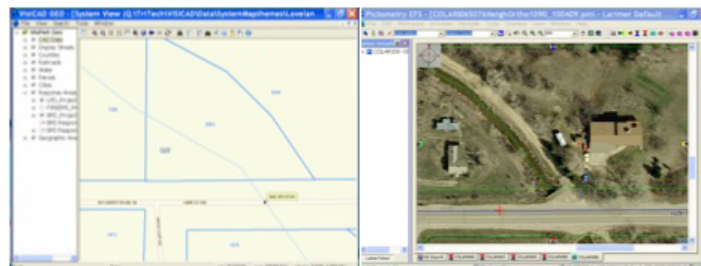
Making the Dispatcher's Job Easier

- Improving User Experience and Focus
- Increasing Accuracy and Communications
- Helping Expedite Emergency Response

Situation 2

An "Unconscious Person" (called in by 4th party) call.

- The units could not locate the house, so Geo was utilized to find the address and unit location
- Pictometry used to guide units to the incident location



GIS Manager Perspective | Columbia Richland Communications Center, Columbia, SC

Visually realistic maps optimized for dispatch operations and enhancing the map user's experience

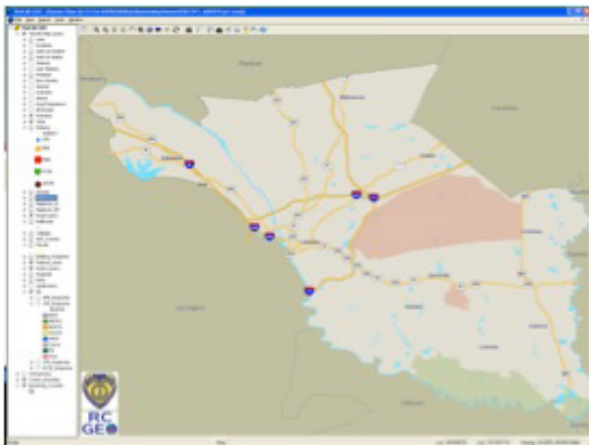
VisiCAD Geo leverages ESRI technology making it easy for GIS specialists to customize and configure map displays for dispatch operations. Rather than recreating the wheel, CRCC uses an exported SDE dataset from the county and enhances the TriTech VisiCAD base mxd file to make the maps more realistic and easy to use for dispatchers. The CRCC map features separate layers for each agency's response areas, in which a dispatcher can turn off or on depending on their assignment. With the goal of enhancing the dispatcher's map experience, layers are scale dependent. Additional layers are added to easily communicate locations with field personnel, such as Mapbook Grids and Subdivisions. Similarly, vehicle icons have also been customized to match actual units, so with a quick glance at the map dispatchers can identify resource types.

According to Adam DeMars, GIS Manager for Columbia Richland Consolidation Center, "With the amount of layers and information available in GIS datasets, the map can become overwhelming

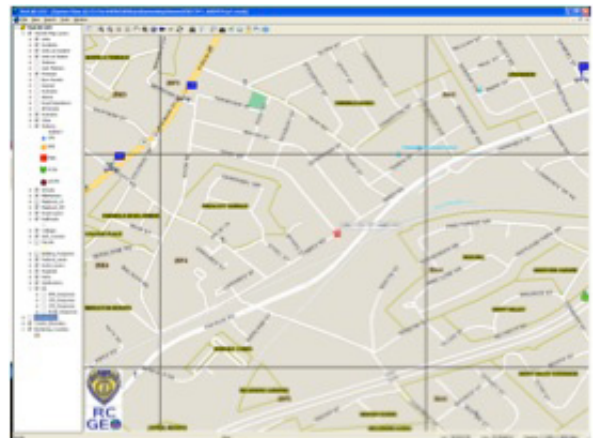
to a dispatcher. As a GIS Manager, we've configured our map to control the overall user experience, so our dispatchers can focus on their job – expediting emergency response. We've developed our maps to be as realistic as possible and make the dispatcher's job easier. "

Making the GIS Specialist's Job Easier

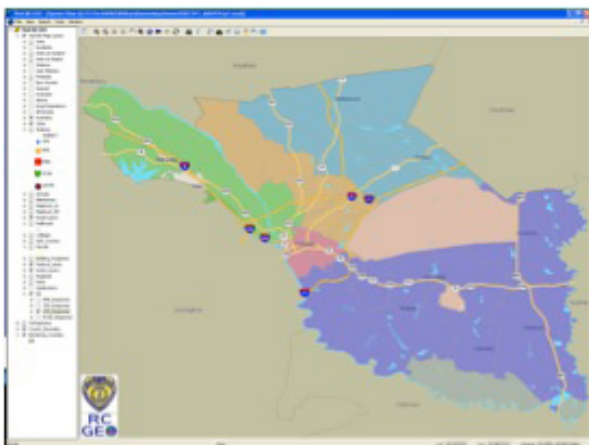
- Easy Customization and Configuration of maps, datasets and files
- Leverages ESRI technology
- Maintain control of map user experience



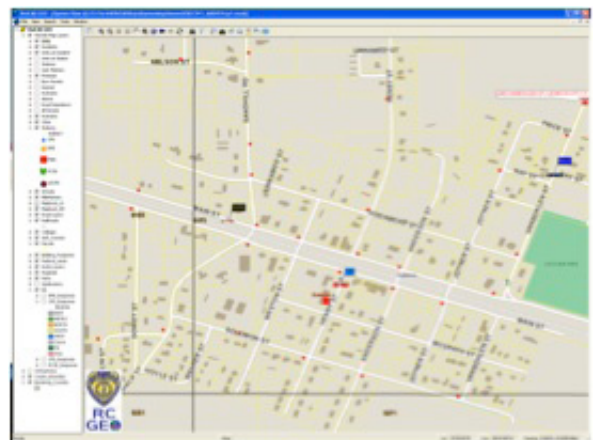
CRCC Base Map



CRCC - Mapbook Grid and Subdivision Layers



CRCC - Richland County Sheriff's Department Response Areas



CRCC - Parcels, Building Footprints and Vehicle Icons to make dispatcher's job easier