COMPUTER-AIDED DISPATCH (CAD)

MANAGE CALLS FOR SINGLE OR MULTIPLE JURISDICTIONS

MULTI-JURISDICTIONAL AND MULTI-DISCIPLINE CAPABILITIES

The Spillman Flex CAD module supports multiple public safety answering points, jurisdictions, and disciplines on one shared system. The module preserves individual agency autonomy in shared systems by providing customization through agency-specific configurations. For example, a fire department participating in a shared system can set configurations so its dispatchers only see fire-related calls and access fire-specific response plans and unit recommendations. Additionally, agencies can exchange call data with multiple dispatch centers, even those that maintain separate or non-Spillman servers, with Spillman's separate CAD2CAD interface.

CUSTOMIZABLE SCREENS AND FUNCTIONS

The CAD module allows dispatchers to customize elements in the CAD status screen to fit their needs, including resizable display windows, column settings, toolbar buttons, CAD function keys, and color display options. Familiar features such as right-clicking, dragging, and dropping make it easy for new dispatch users to adapt to the software quickly, and once dispatchers are more comfortable with the system, they may choose to use a keyboard to navigate. Additionally, special instructions can be programmed by call type and might include questions to ask the caller or instructions for dealing with the situation until the dispatched unit arrives.

QUICK CAD COMMANDS

Users can efficiently dispatch units, add calls, and search for data while operating from the CAD command line. As users type, the CAD module provides cues to help them enter commands quickly and accurately. Keyboard commands can help dispatchers save precious time while managing multiple calls and tasks.

INTEGRATED RECORDS DATA

Flex's tightly integrated system provides dispatchers with easy access to critical data. From the command line in CAD, dispatchers can instantly query name, vehicle, property, law incident records, as well Involvements® within the Law Records module, without exiting the CAD status screen. This provides dispatch and response personnel with critical background information on location, complainants, vehicles, and more. This integration also allows agencies to generate full, cross-referenced law, fire, and EMS incident reports. If an agency has Flex's StateLink module, users can also query NCIC and state-specific databases within the Flex system.

> Incoming call information is populated in the Spillman Flex system and is instantly shared among all Flex modules, simplifying data entry and eliminating duplicate records.

REAL-TIME STATUS ALERTS AND TIMERS

Dispatchers and patrol officers using Flex Mobile can use real-time status alerts to stay updated with current call and unit activity. The CAD status screen displays each active call and its status, along with the status of each unit. Agencies can customize the system by setting audible and
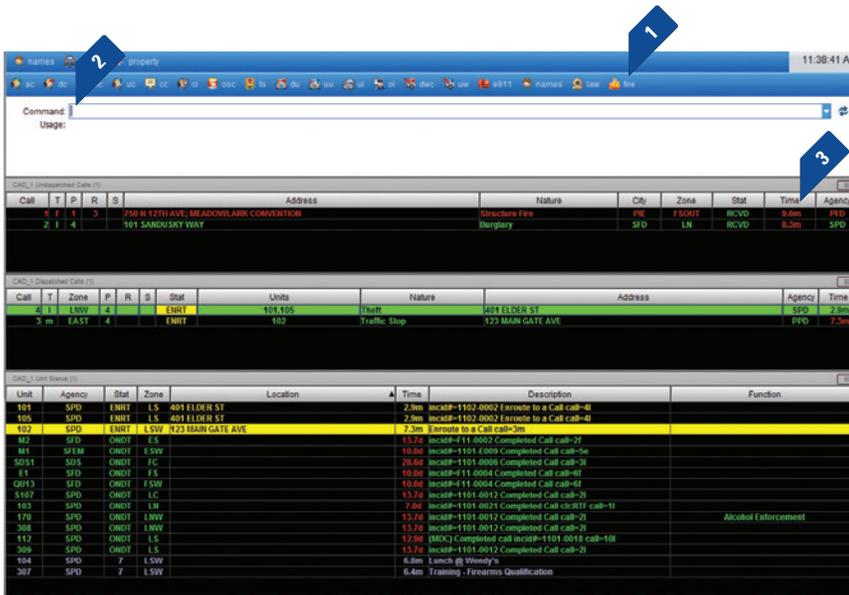
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visual alerts on the call screen to notify dispatchers when units update their status from the field, add call details, or do not check in after an agency-specified amount of time has lapsed.
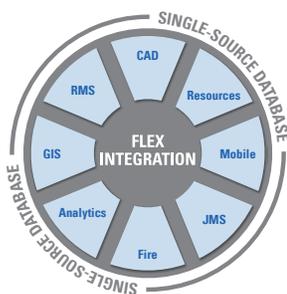
FLEXIBLE SITE LICENSING

Site Licensing helps agencies keep costs low through the ability to add dispatchers without the burden of purchasing and managing individual software licenses.

> With integration to Spillman Flex's Mobile suite of products, dispatchers can communicate critical information like calls for service, call updates, and related records in real time to responders without tying up radio bandwidth.

1. Users can customize their screen settings by adding buttons for frequently used commands, defining display colors, determining the size and location of columns, and updating other screen elements to suit their unique needs.

2. The CAD Command Center allows users to manage open screens and enter commands directly at the command line.

3. The CAD status screen can notify users with visual alerts in red, indicating calls that have surpassed the time limit from last update. Alerts can also highlight updated call information, CAD call priority, and unit status.

TOTAL SOFTWARE INTEGRATION

Spillman Flex's Integrated Hub™ is an open, centralized database where all agency information is entered, stored, and extracted in real time, providing total software integration. This allows users to enter data once and have it automatically shared among related modules. Agencies using this module can optimize their system and enhance productivity through total integration with other Flex modules.

For more information, contact:

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