

AVeL-CAD

AVeL-CAD is a comprehensive computer-aided dispatch (CAD) system designed to better enable the process of capturing and processing emergency 911 calls for single or multi-agencies. The Ortivus solution assists dispatchers by automating the entry, storage and retrieval of incident information, along with the ability to pass on this data quickly and accurately. First line responders can pull up data about the incident while on route to the call allowing them to optimize their operations to save lives and property.

Highlights

The following design and functionality elements of AVeL-CAD provide dispatchers with fast and flexible emergency call-taking thus reducing response times and optimizing operations:

- Command line
- Drag and drop dispatching
- Respective maps for each incident card, simplifying incident and vehicle viewing
- Unit recommendations for dispatching
- Notification of changes in incident cards for dispatchers
- Multiple vehicles assigned quickly and easily to an incident
- Dispatchers have the ability to configure their screen layouts to their preference
- Product developed using Microsoft .NET technology

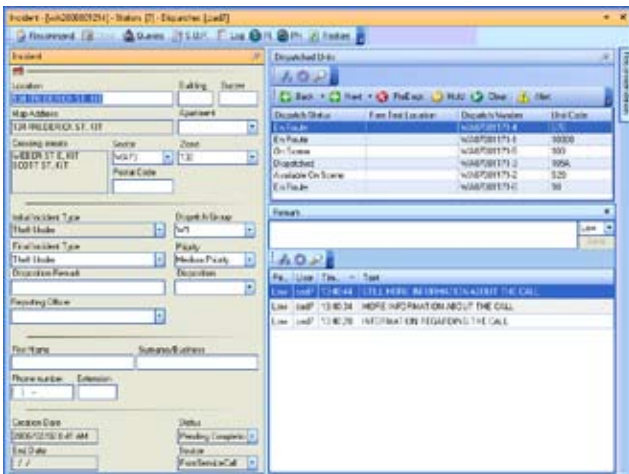


Figure 1: Incident card from active CAD incident

Benefits:

- AVeL-CAD provides timely accurate data and facilitates the decision-making process
- AVeL-CAD improves accuracy of Incident information such as address validation
- AVeL-CAD integrates seamlessly with other Ortivus products such as AVeL-BASE Automatic Vehicle Location and AVeL-MobiCAD vehicular application
- The AVeL-BASE application integrated to AVeL-CAD allows better fleet optimization as it keeps track of all vehicle positioning and assists dispatchers in their dispatching decisions

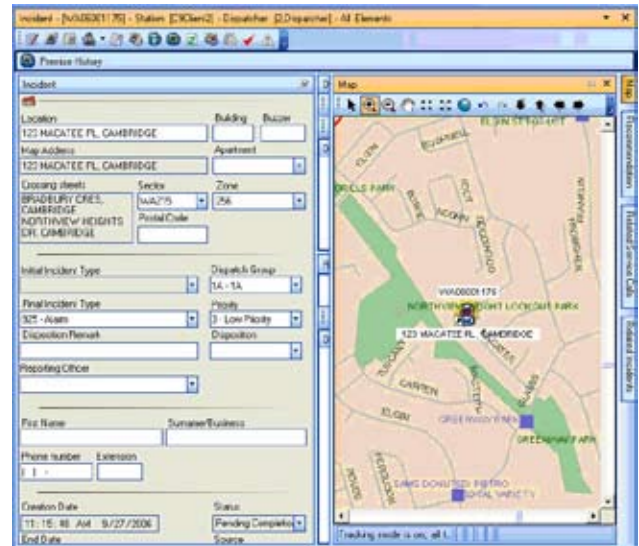


Figure 2: Active incident with map highlighting incident location

Main Features:

- Dispatcher and Call taker centered design: Ortivus consulted with various dispatching and communication centers to provide input during the design phase of our applications, thus creating an end product that our users adapt to easily and intuitively
- Multi-jurisdictional and multi-agency support: allows multiple service support, such as Fire, Police and Ambulance services as well as multiple territories all in the same product
- Configurable dispatch codes: help the call-taker to establish the nature of the call and the required response to the incident

- Call Taking/Dispatching roles can now be split to allow for better tracking and improved usability
- The integrated AVEL-BASE mapping system displays service calls, incident locations and dispatched vehicles
- Location-specific text and graphical information such as floor plans, presence of hazardous material, evacuation plans, etc, is displayed when available. This feature will greatly improve personnel's efficiency in responding to critical calls
- Timers are easily configured by system administrators ensuring that incidents are processed promptly (e.g. reminder when a call goes on-hold for too long) and can be adapted to your changing business rules

Mapping

AVeL-CAD is a map-centric application with:

- Automatic geo-coding of locations to ensure accurate address information and best possible unit recommendations
- Ability to view landmarks, such as facilities and bases
- Real-time tracking of vehicles
- GIS industry standard ESRI shape files for map layer flexibility

Unit Number	Veh. Desc.	Task Desc.	Incident	Dispatch Gr.	Status	Location	Latency	Coordinates	Unit Number
Status: Dispatched									
005			WA2006	W2	Dispatched			43°15'17"N	2907
000	BR20060		W3		Dispatched			43°07'55"N	3096
008			WA2006	W3	Dispatched			43°38'37"N	3979
032			WA2006	W2	Dispatched			43°18'35"N	A202
066			WA2006	W3	Dispatched			43°54'14"N	3198
03C			WA2006	W1	Dispatched			43°28'20"N	826
018			WA2006	W2	Dispatched			43°15'49"N	721
Status: In Service									
030			WA2006	W1	In Service			43°07'55"N	516
048	WA2006		WA2006	W3	In Service			43°20'17"N	8W23
008				W5	In Service			43°35'55"N	26
072				W1	In Service			43°06'28"N	ER03
040				W5	In Service			43°42'25"N	4140
044	WA2006		WA2006	W3	In Service			43°17'19"N	3912
007				W3	In Service			43°49'29"N	2625
066				W1	In Service			43°54'14"N	601
01A				W1	In Service			43°04'41"N	130A
Status: Off Duty									
				W3	Off Duty			1000°00'00"	9839
				W1	Off Duty			1000°00'00"	1923
				W2	Off Duty			1000°00'00"	TR23

Figure 3: Unit list sorted by status

Integration

AVeL-CAD offers a dynamic group of interfaces and industry standard system architecture to advance your system's efficiency. Existing interfaces and imports include:

- AVEL-MobiCAD
- ANI/ALI (Primary PSAP and Remote)
- AVL/GPS
- and many more

AVeL-CAD can be interfaced with third-party software applications or used as a stand-alone product.

Complete Package

AVeL-CAD is the front-end application for an integrated suite of products for the Public Safety market, including:

- AVEL-BASE (Automatic Vehicle Location)
- AVEL-MobiCAD (In Vehicle application)

AVeL-CAD Simplifies Your Work

- Immediate updates and notifications allow call-takers and dispatchers to work in parallel and have the most up-to-date accurate information
- Service call and incident information are tracked separately and therefore allow better statistics on the number of calls and the number of incidents
- A detailed audit log is available for administrative review and training purposes

Ortivus

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