



In today's modern Public Safety Dispatch environments it is critical that operators be able to rapidly respond to and manage resources across a multitude of incident types.

Zetron's MAX Computer Aided Dispatch (CAD) system provides a centralized platform for information gathering and management of incident data.

MAX CAD is a multipurpose tool that allows dispatchers to access incoming incidents, analyze available incident data, update that data as new information becomes available, and assign and manage proper response resources. MAX CAD also provides its own Management Information System (MIS) that collects incident data along with event time stamps.

With the MIS analysis tool set supervisors can access performance and work load information, allowing them to understand operational efficiencies and identify improvement areas.

Through its easy to use UI, dispatchers have the information available to them to rapidly respond to incidents. MAX CAD provides users the tools, to rapidly allocate and manage the proper resources required by the type of incident.

Integrated Operation

MAX CAD provides interfaces with E-911 allowing for the automatic entry of location information associated with a 911 call, if the CAD network operates with the optional MAX GIS platform, location information of a call is displayed on a GIS map.

The optional NCIC interface provides the ability to access information available on the NCIC database. Other connections to the system allow CAD data to be pushed out to a Records Management System (RMS), alarm and sensor data can also be monitored through MAX CAD.

Smart Workflow Management

With MAX CAD's customizable UI, dispatchers can arrange and organize their screens to provide an efficient work flow, which allows for easy access to incident data as well as assigned and available resources. Each dispatcher has the ability to customize and save multiple CAD displays. This maximizes how the CAD system can be used based on work roles and shifts.

Management of Multiple Incidents at a Single Position

The MAX CAD system allows a single dispatcher to manage multiple incidents. Though a simple click of a button, any incidents data can be displayed to the operator.

At the same time information relating to any other assigned incidents continues to be monitored and updated. Changes in an incidents status are presented as notifications to the dispatcher.

Built Using Modern Technologies

MAX CAD is built using state-of-the-art server computer technology. It operates over modern IP networks, allowing system to be built that provide geo-redundant equipment placement, while also allowing local and remote access to both operators and supervisors.

It provides a wide range of interfaces ensuring that the data a dispatcher needs is available to them, while also allowing incident records to be stored and managed through external applications.



FEATURES AND BENEFITS

- **Dispatchers Efficiency and Accuracy** - Improved by graphical drag and drop and command line control. Save customized operator screens based on shifts and roles.
- **Intelligent Resource Management** - Automatically recommends efficient resource assignments based on incident type, location and availability.
- **Enhanced Incident Management** - Open, close, reopen, void, merge, and clone incidents.
- **Location Validation** - Manage incidents from different data types, including address, business name, landmark, occupant name, phone number and intersection.
- **NCIC Searches** - Perform NCIC searches on persons, vehicles, articles, boats and guns.
- **Historical References** - Go back and review previous incidents related to a current event.
- **Multiple Roles** - Assign responsibilities based on different operator roles such as dispatcher, call taker, fire, police and EMS.
- **Data** - All operators are able to see status and information relating to any incident. Provides smooth transition of information when an incident moves to a new operator role.
- **Unit Status** - MAX CAD screen displays current unit status, and also records dispatch, en route, on-scene, destination, and in-service times with a single click
- **Active Calls** - All active calls are displayed with color cues indicating their dispatch status.
- **Incident and Unit Response Reports** - Supervisors have the ability to print reports of incident and unit response times. Easily design custom reports to fill specific needs.
- **Mobile CAD Interface** - Optional Mobile CAD allows responders in the field to monitor and update appropriate CAD information.
- **GIS Viewer Interface** - Optional GIS Map Viewer integrates location information of an incidents location as well as available resources and available support data. Map views automatically follow incidents as they are managed from the CAD Active Call list.
- **Wrecker Dispatching** - Using automatic wrecker rotation or choose wrecker companies, if desired.
- **Hazard and Medical Alerts** - Provides relevant address specific details, such as on-site hazardous material storage and occupant medical history.
- **Pre-Planned Calls** - Add funerals, school zone monitoring, or other pre-planned events.
- **Be-On-The-Lookout (BOLO) Feature** - If a BOLO has been issued for a resident at an incoming caller's address, the system notifies the dispatcher.

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