

CITY OF DALLAS

CHALLENGE

The Police and Fire Departments of the City of Dallas had been operating on an old mainframe computer aided dispatch system (CAD) known as LINC since 1978. Originally written in COBOL and ASSEMBLER development languages, the system became cumbersome and expensive to maintain. The systems were two separate CAD systems, one for Fire and the other for Police, with limited ability to communicate with each other.

As the eighth largest city in the nation, the City of Dallas was seeking a state-of-the-art CAD system to provide interoperability between essential City of Dallas services and other jurisdictions in the region. The City desired a system to support modern mainstream technologies and client server technology that would serve the current and future needs of the Police, Fire, Public Works, Code Compliance, Water Utilities, and Street Departments.

SOLUTION

After a thorough evaluation of CAD solutions, the CAD committee of the City of Dallas collectively selected CentralSquare (formerly TriTech) CAD Enterprise (formerly Inform CAD) to improve public safety and emergency management operations. CAD Enterprise is flexible in its design, enabling the seamless integration with new and emerging technologies to maximize the long-term viability of the system to serve its current and future needs. With CAD Enterprise, Police and Fire Departments can operate under a unified CAD system and jointly respond to incidents. Departments maintain the ability to satisfy many key technological requirements, including reliability and ability to support multi-agency, multi-jurisdiction incidents.

CAD Enterprise incorporates several performance and ease-of-use requirements as designated by the Dallas Police Department. The ability to create shortcuts to reduce keystrokes and minimize repetitive text entries streamlines the process and increases efficiency for police dispatchers.



CLIENT BENEFITS

Agency

911 / 311 Call Center
Dallas Police
Dallas Fire/Rescue

Vital Statistics

Area Served	385 sq. miles
Population	3 million (city & metro)
Annual Call Volume	1.2 million

Products

CAD Enterprise (formerly Inform CAD), Mobile Enterprise (formerly Inform Mobile)

Interfaces (partial listing)

Alarm Billing; Station Alerting; Intelligent Traffic Management Systems; NFIRS; Personnel Master Files; Patient Data; Alpha-Numeric Paging; Radio/

Important functionality for Dallas Fire-Rescue includes the Unit Swap module, which provides unit recommendations to the dispatcher as units become available after the initial dispatch, as well as those that are closer to the incident than the current responding unit. CAD Enterprise's GIS integration and AVL capability enables the assignment of resources through routing-based unit recommendations that utilize street networks for fast and accurate unit routing and incident response times.



FEATURE AND BENEFITS

CAD Enterprise enhances the responsiveness, reliability, and effectiveness of the City's public safety dispatch and emergency management operations. After the successful implementation of CAD Enterprise, the City of Dallas has experienced the following benefits:

- GIS and automatic vehicle location (AVL) integration into the CAD system, allowing the system to recommend the closest available unit for each call to improve response times, especially for high priority calls
- Automated inter-departmental incident sharing between Police and Fire Rescue for immediate and automatic notification of incidents
- Automatic identification of potential duplicate incident calls. Call takers and dispatchers have the ability to append additional information to the call which is transmitted directly to the field personnel
- Fire Rescue hazardous address locations and Police tactical information / locations are shared with each other to improve personnel and public safety
- Historical information about the incident location is automatically retrieved and sent to the dispatcher and to field personnel
- Expanded use of the CAD system with other departmental agencies such as DPD Physical Evidence Investigation (crime scene)
- Improved ability to share data with other regional jurisdictions

CentralSquare's CAD Enterprise and Mobile Enterprise are reliable and effective solutions that help enhance our client's mission-critical business practices.