CLEMIS

Computer Aided Dispatch
(CAD)

PROBLEM:
Need an efficient way for Police, Fire, and medical agencies to track and manage incoming calls for service.

SOLUTION:
CLEMIS Computer Aided Dispatch allows fast, reliable means for tracking and managing calls for service.

Our mission statement …
To provide innovative computer technology and related services to criminal justice and public safety agencies . . .

CLEMIS CAD is used for public safety agencies.

The CLEMIS CAD System has a failover backup.

Users can choose how the data is displayed on the screen.

CAD feeds data into Records, MDC, and E-911 systems.

CLEMIS Computer Aided Dispatch (CAD) is a dispatching program that allows users to create, update, track, and manage all public safety calls for service.

CAD is based on a Geographical Information System (GIS) that allows users to plot calls for service on a map and recommend the correct units to send on the call. Dispatchers have many ways of determining which units to send on a call for service. Units sent on a call may be based on primary patrol area or through use of Automatic Vehicle Locator (AVL) that can send the closest unit regardless of primary area of responsibility.

The CAD server and network connections are totally redundant. It is designed in such a fashion that one central processing unit (CPU) or disk drive can go down and be replaced without the user ever knowing or without any loss of functionality. Network connections are set so that the primary connection could be lost and the communication center would failover to an ISDN (Integrated Services Digital Network) line and keep functioning.

CAD allows users different methods of updating and creating calls for service. Users of all skill levels will be able to perform basic functions. Users can use a command line, syntax-based commands, forms, or drag and drop functionality. Dispatchers and other law enforcement personnel can select the method best suited for themselves to produce desired results including changing window sets to view calls.

CAD interfaces with other programs such as CLEAR (Records Management System), Mobile Data Computers (MDC), and E-9-1-1 to further enhance usability. The data entered into CAD will import into the records management system to eliminate redundant data entry. Calls for service assigned to units with MDC's will receive any and all comments entered by dispatchers or other units assigned to the call for service. E-9-1-1 information is automatically entered into the call for service without user intervention.

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