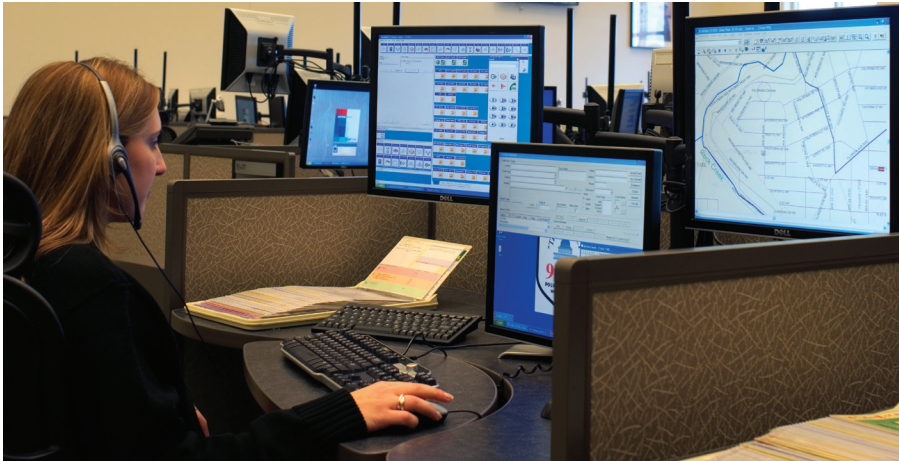


Intergraph® Mobile Dispatch Extends Incident Management to District's First Responders



MOBILE SOLUTION PROVES EFFECTIVE AT 2009 PRESIDENTIAL INAUGURATION

THE CHALLENGE:

Washington, D.C.'s Office of Unified Communications (OUC) is tasked with call-taking, dispatching, radio communications, and first responder command-and-control functions from the Unified Communications Center (UCC). The UCC, which opened in 2006, is one of the nation's premier call centers and emergency response facilities, encompassing the Metropolitan Police Department (MPD), Fire and Emergency Medical Services (FEMS), and other public services. This consolidation of personnel, equipment, and technology has enhanced coordination among the numerous municipal and federal public safety entities operating in Washington, D.C.

Already a long-time user of Intergraph®'s Computer-Aided Dispatch (CAD), the District had other legacy mobile applications, with limited functionality, and was searching for a true enterprise mobile solution. Mobile communications and automatic vehicle location (AVL) were not seamlessly integrated with CAD, and required separate logins for each application layer. This method also resulted in wireless communications bills from several companies each month, which was not cost-effective. The OUC needed a mobile solution that would not only streamline the process with a single login and simplified billing, but also improve response by providing first responders with access to the same geographically aware, map-based interface dispatchers have in the command center.

THE PROJECT OBJECTIVES:

- Implement an all-encompassing mobile dispatch solution that would consolidate mobile applications for police, fire, and emergency medical responders
- Give first responders access to the same intelligent map-based interface, routing capabilities, geographical positioning system (GPS), and other tools dispatchers use in the command center

PROFILE:

Name – Office of Unified Communications, Washington, D.C.

Facility – Unified Communications Center, Washington, D.C.

Web site – <http://ouc.dc.gov/ouc>

The Washington, D.C., Unified Communications Center (UCC), operated by the Office of Unified Communications (OUC), consolidates the command-and-control functions of the District of Columbia Metropolitan Police Department, Fire and Emergency Medical Services, Homeland Security and Emergency Management Agency, and the Mayor's Citywide Call Center. Serving the entire metropolitan area, this large-scale facility centralizes the management of emergencies and other incidents and enhances coordination among the numerous municipal and federal public safety entities operating in the D.C. area.

KEY BENEFITS:

- Gives first responders access to advanced mobile communications technology with complete incident management capabilities
- Provides first responders with the same intelligent map-based interface available at the command center, so all users see the same information presented in the same format
- Enables efficient and cost-effective mobile communications by integrating with I/CAD using one provider and one login for all mobile services

PRODUCTS USED:

- I/CAD
- I/Tracker
- I/Informer
- I/Dispatcher
- I/Tracker

- Provide a more effective means of communication between first responders and dispatchers, and among first responders in the field
- Improve efficiency and save costs by providing a single application for all mobile dispatch operations

THE SOLUTION:

The OUC's successful history with its Intergraph CAD solution played a major part in its choice of Intergraph's mobile technology. Intergraph's mobile solution is seamlessly integrated with CAD, which enables dispatchers and first responders to share the same intelligent map-based interface. This was an important consideration for the UCC, whose goal is to ensure timely and accurate communications for fast and appropriate response.

With the help of Intergraph's support team, including an Intergraph resident engineer, the OUC began its implementation with the District's fire and emergency medical services. The mobile solution is now fully deployed in fire and emergency medical vehicles, and the process is underway at the Metropolitan Police Department (MPD). A well-planned schedule of around-the-clock installation, training, and practice is in place to ensure all officers are trained on the system, while access to the legacy system is still available to officers whose training has not yet occurred.

According to OUC Chief Technology Officer Teddy Kavaleri, "The OUC is already experiencing benefits from Intergraph's mobile solution. Field officer productivity has increased and radio traffic has been reduced. The incorporation of an improved graphic map with District-supplied spatial features, such as building footprints, alleys, sidewalks, etc., provides a mobile map, resulting in greater situational awareness. AVL, along with better field communications, helps officers easily locate one another and assist officers in distress. Plus, self-service lookup of license tags and location-of-interest information is readily available without intervention from the communications center."

The mobile system has already demonstrated its success in the District's challenging public safety environment. For example, Intergraph's CAD and mobile technologies successfully managed a record influx of nearly 10,000 calls associated with the inauguration of United States President Barack Obama. During the event, mobile technology extended incident management capabilities to remote field and mobile units stationed near the event area. By doing this, response time was reduced as dispatchers were able to swiftly deploy field personnel on foot and bike. Officers have responded favorably to the new capabilities.

"Intergraph's mobile solution improves the relationship between the dispatcher and the first responder, because they're literally looking at the same page," says James Callahan, OUC CAD manager. "It also provides another avenue for responders to talk to one another. We've received a lot of positive feedback from the field."

THE FUTURE:

The OUC will continue to upgrade its Intergraph software as appropriate to ensure field officers gain the benefits of new features and enhancements as they become available.

ABOUT INTERGRAPH

Intergraph is the leading global provider of engineering and geospatial software that enables customers to visualize complex data. Businesses and governments in more than 60 countries rely on Intergraph's industry-specific software to organize vast amounts of data into understandable visual representations and actionable intelligence. Intergraph's software and services empower customers to build and operate more efficient plants and ships, create intelligent maps, and protect critical infrastructure and millions of people around the world.

Intergraph operates through two divisions: Process, Power & Marine (PP&M) and Security, Government & Infrastructure (SG&I). Intergraph

PP&M provides enterprise engineering software for the design, construction, and operation of plants, ships, and offshore facilities. Intergraph SG&I provides geospatially powered solutions to the defense and intelligence, public safety and security, government, transportation, photogrammetry, utilities, and communications industries.

For more information, visit www.intergraph.com

