

## Verdugo Adds Mapping Capability

We are proud to announce that Verdugo Fire Communications Center in Glendale, California went live with Phase 2 of the upgrade to their computer-aided dispatch (CAD) system on June 12, 2007. This phase involves mapping in the dispatch environment.

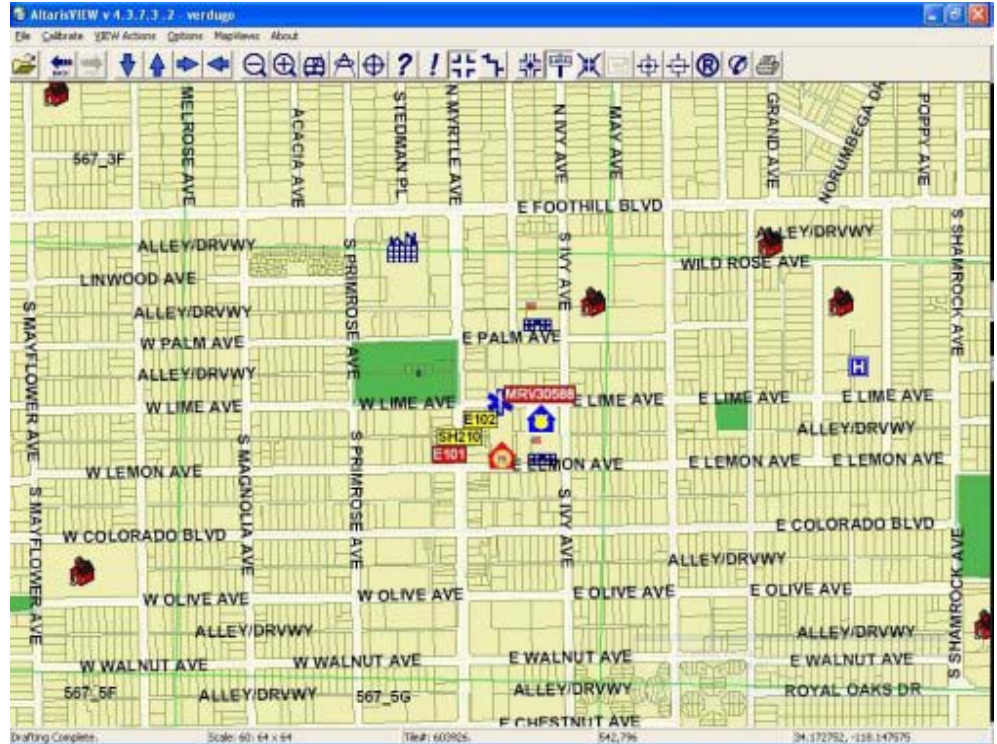


The large screen shot below shows the new map display. Note that the blue incident icon in the center of the screen indicates a medical call, the Verdugo incident number is displayed next to it (preceded by the three-letter city designator for Monrovia), and the three units assigned to the incident (E101, SH210 and E102) are all shown as being at the incident. When Automatic Vehicle Location (AVL) is online in a few weeks, units traveling to their incidents will show as yellow icons moving across the map and then change to red icons when they arrive at the incident. In the meantime, the yellow unit icons indicate that although the units have been dispatched to this incident, they have not yet arrived onscene.

Below are screen shots from a dispatch workstation depicting how the map changes between dispatch and arrival of units.

Preparation of the map data for all 11 of the cities in the Verdugo dispatch system required 26 months of effort and included not only street names and address ranges but dozens of other types of information such as hydrant locations, waterways, city buildings, hospitals, and much more.

Phase 1 of Verdugo's CAD upgrade was completed over a year ago and involved migration of CAD functionality to new hardware, along with 27 programming enhancements. Phases 3 and 4 are expected to occur this summer and fall and will involve installation of maps and GPS devices on all fire response apparatus in all 11 of the Verdugo cities. Once the AVL functionality has been tested and certified, the final phase of the CAD upgrade will add a feature that calculates which fire apparatus can respond most quickly to an incident based on the locations of all nearby fire apparatus relative to the incident's location. It will also take into account the average speeds those units would have to travel to reach the incident. This feature is called Automatic Routing and Recommendation (AVRR).



1. A medical incident is entered in CAD.



2. Engine 27 and RA26 have been dispatched.



3. Engine 27 is enroute; RA26 is not yet enroute.



4. Engine 27 has arrived, RA26 is still enroute.

– Lenia Scanlon