

RescueNet CommCAD

ZOLL[®]



Next-Generation Computer-Aided
Dispatch for Fire and EMS



RescueNet® CommCAD is an incident-based CAD system for PSAPs (public safety answering points) that are focused on delivering superior EMS and fire dispatch services. CommCAD's map-centric, user friendly interface coupled with industry leading decision support, maximizes PSAP operational efficiencies and effectiveness. It leverages a Windows®-based platform that is designed to meet the security, reliability, interoperability, and scalability requirements of public safety organizations. RescueNet CommCAD is a key component of RescueNet, an integrated suite of solutions designed to maximize business performance.

User Configuration Makes Personalization Possible

RescueNet CommCAD is evolutionary not revolutionary. Revolutionary can leave users and management behind with the introduction of the new and improved capabilities. Evolutionary indicates the system is flexible and can accommodate any incident workflow methodology that a specific user prefers. For example, some users rarely use a mouse while others prefer a

mouse or a combination of keyboard and mouse. Retention of employees is linked to many things, one of them being the control of ergonomic comforts such as this example.

User-based configuration puts the user in control of their view. In a PSAP, the exception is the rule. Specifically, in addition to the methods users apply to their workflow (e.g. command line) users have their own unique approach to their screen displays. Whether it's map- or text-based grid displays, users have a very distinct perspective of how the monitors should look. A map-centric CAD system is a huge advantage when in the heat of managing multiple incidents.

Many CAD-system providers promote 'map supported' as map centric, but although map supported is a step in the right direction, it is not embedded in the system. Hence, the user cannot visualize the incident's ecosystem or surroundings and may either take more time or rely on text, or worse, the radio. True map centricity provides the user with the ability to visualize the incident's ecosystem and to quickly build the quality response expected by the PSAP stakeholders, the 9-1-1 caller, and the victim.

Maximize user configurability and save individuals' perspectives

Non-intrusive, location-based information

Creating a call is as easy as a right-click

Icons allow fast access

User configurable text-based delivery of critical pending and active incident information

Recommendation with units, unit ETAs, more location information to speed decision making

Flexible command-line support for text-based users

Incident summary to gain incident information at a glance

Full-unit view for capabilities at a glance

Virtual map view environment for call taker

Provides multiple views of user's area responsibility



Ease-of-Use Leads to Lower Costs

RescueNet CommCAD's intuitive interface makes it easy to learn, which can dramatically reduce training time and get your dispatching team up and running in no time. The goal is to have users ramp up quickly with no need to constantly refer to training guides or training staff. Training is expensive and turnover can be high, so why not keep costs as low as possible. And because it increases efficiencies with its map-centric screens, you can shave seconds off response times and improve the quality of response.

Critical information, such as premise information that impacts first responder safety, must not be intrusive to the users. More specifically, it must provide it if and when management or a user wants it. More importantly, it should not reduce the user's speed of action by obstructing the view or causing other annoyances. Keyboard short cuts are essential if you want to decrease time to execute tasks. More than one shortcut for the same action is ideal since the exception is the rule. Process assistants that prompt a user to take action. For example, non intrusive notifications can be set to flash, in order to notify a user that critical information has changed or action is past due.



Decisions That Can Save a Second and Save a Life

Decision support depth and breadth means that a CAD system must be ready and willing to deliver decision support in a lot of areas, and to many different users with various levels of experience. You don't want to weigh down one or two report users with all the reporting needs of the organization. Run time decision support tools offer EMS response recommendations and fire run card recommendations with override capability. Notifications include map and grid workflow with ECT timer, time in status, key incident information changes, and premise information/related alerts.

Post run time is no longer a luxury as stakeholders demand good reporting. Visual Studio or Report Builder is recommended for ease of use and performance-based architecture is used so as not to impact run time operations. You can publish reports directly to users with no need to manage the communication approach on a daily basis. The incident master log is provided to review all edits and supporting information such as user name of editors, timestamps, etc. And there's searching, viewing, editing and catch-up functionality that gives users the ability to ensure reports reflect all facets of incidents accurately.

Simplicity, Security and Scalability

You need to be as efficient as possible. Information technology groups are not an exception. Your requirements should have as few platforms to support as possible and be easy to support through installs, upgrades, etc.

The key technologies that are foundational elements for RescueNet CommCAD are

- Windows-based
- XP OS
- .NET
- SQL 2005
- ESRI mapping technology

Security issues can certainly be table stakes in this dynamic and risk-adverse environment. User-level security rights and profile-based rights for specific user types are the only way to quickly and effectively allow users to see and do what management requires, and this can differ by time within an organization and between organizations. Public safety organizations require full support for all the types of users in many different roles and environments. CommCAD can scale from one node to many for small to large PSAPs, and can accommodate the static and mobile user.

CommCAD supports the need for maximum availability and performance naturally with a distributed-capabilities architecture. ZOLL Data Systems knows that speed via performance is critical and we strike a balance between system performance and ease of use so we can maximize the speed of a quality response.

Interoperability and Integration

Interoperability and integration are must-haves in a CAD solution, and RescueNet CommCAD offers both. Interoperability means that CommCAD works with other vendors' software. We work toward standards when clear and appropriate, but just as important, our interfaces are well understood, work properly and are fully supported. Integration is a cornerstone of all RescueNet solutions. It ensures that all solutions work together to reduce duplication of processes, to simplify data sharing, to increase data accuracy, and to reduce implementation and support costs.

Expertise, Experience and Evidence

ZOLL Data Systems has been providing superior solutions and services to fire and EMS organizations since 1993. Past performance is the best indicator of future performance, and we have hundreds of successful installations nationwide. And when it comes to CAD solutions, we have a proven track record of consistently providing you with upgrades and new versions that offer leading-edge features to help improve your operations. Our training and technical support experts are there to get you up and running quickly and keep you running smoothly.

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