

Computer Aided Dispatch



HAYS COUNTY SHERIFF'S OFFICE
EMERGENCY COMMUNICATIONS CENTER
POLICE, FIRE & EMS

Overview of a CAD System



- Input 911 and Non-Emergency calls into computer system to send a Police, Fire or EMS response
- Maintain responder status, such as enroute, on scene, transporting, etc.
- Track responders through GPS/AVL on a mapping system
- Interface with other dispatch systems



Call # 1894675 - PUBLIC ASSIST

Call No. 1894675 Service No. Call Taker POWER, CHAD Dispatcher

Signal: PUBLIC ASSIST
 Source: P BY PHONE
 Priority: NON NON-EMERGENCY
 Hazard:

Location
 Address: 111 E SAN ANTONIO ST
 Premise: HAYS COUNTY COURTHOUSE
 Intersection:
 City: SAN MARCOS
 Subd:
 Apt:
 State: TX
 ZIP: 78666
 Phone:

Districts
 Police: H
 Fire:
 EMS:
 Wrecker:

Police Fire EMS

Caller Information

Name: CARPENTER, ERICA
 Address:
 CSZ:
 Person Is: COMPLAINANT
 Home Phone: 512-123-4567
 Work Phone:

Description

COMPLAINANT ON THE THIRD FLOOR REQUESTING ASSISTANCE WITH PURCHASING A NEW CAD PROGRAM

Time
 Received: 23:21
 Assigned:
 Arrived:

Units Assigned

Calls Being Edited

Call #	Time	Signal	Address	Dispatcher	Type
1894675	23:21	PUBLIC ASSIST	111 E SAN ANTONIO ST		Police

Ali Info (No 911 Data)





M33

MILSTE

M57

M56

806

E33

N M32

EM7301

C402

M58

C401

M53

B12

T13

M2612

M51

M54

SQ11

M55

11

C11

Current CAD Status



- **Current CAD System for Police only**
 - Tyler Technologies (TSG)
- **Older CAD System**
- **Does not support Fire and EMS dispatching**
- **Does not have modern functionality**
 - GPS/AVL
 - Mapping
 - Emergency Medical and Fire Dispatching

Current CAD Status



- Issues regularly with CAD malfunctioning
 - Lose track of officers
 - Unable to dispatch officers to calls input into CAD
 - Rely on pen and paper to track emergency communications
 - Wait on response from I.T.
- Limited vendor maintenance support
- End of Life for maintenance and support from vendor in 2015

Computer Information System CAD



- CIS CAD provides Police, Fire and EMS dispatching
- Has enhanced dispatching features that current CAD system lacks
 - Improves Responder Safety
 - Improves Public Safety Response to Citizens
- Creates immediate interoperability with Police, Fire and EMS Agencies throughout Hays County
- San Marcos Police Department will provide the servers, reducing the cost
 - Provides a back up system to the 911 Centers in Hays County

Computer Information System CAD



- CIS has been adopted as the common CAD system for all public safety agencies in the Hays County PSAP Co-Location Project
- Share resources and information
- Improved call taking and dispatch operations
- Majority of the public safety agencies will have immediate interoperability that will carry into future