

RECORDS

#### Save up to 2 minutes on 911 calls

TAKING

CALL

- Control incoming NextGen voice and data to get the right resources to the precise location faster
- Provide dispatchers and responders with known hazards, location and person history from CAD
- Scalable to meet high call volumes in the largest natural disasters and incidents

#### Configure to match your workflow

- Determine your incident code list, priority-based alarm times, flexible beat plans, command line entries, click menus, hot keys and who receives notifications based on specific incident codes
- Simplify mutual aid requests with CAD-to-CAD and get the right units to the incident faster
- Users love the simpleto-use and uniform navigation throughout CAD Pro

# Real-time info improves responder safety

- Provides responders with seamless communication and real-time connection between dispatchers, command staff and partnering agencies
- Create a common operating picture for responders and dispatchers with access to live digital surveillance feeds on handheld devices
- Complete reports and enter digital evidence directly into case reports

### Reduce reporting time by 75% — NIBRS Compliant

- Customize fields, forms, modules, reports, dashboards and workflows to work the way you do
- One database with a system you configure to work the way you do means less data entry and getting rid of third-party programs, documents, and spreadsheets
- Access your data anywhere from your tablet, laptop or handheld device

# Cut booking time by 66%

JAIL

- Reduce booking time by importing demographics and charges from Records
- Automate reporting with connections to NCIC and statemandated systems
- Populate data from arrest and criminal histories to reduce data entry by 66%

# Close cases and work smarter

ANALYTICS

- Identify patterns and trends across 911, CAD, Records, Jail and Digital Evidence Management
- Aggregate video and digital evidence to streamline management and close cases faster
- Collaborate with partner agencies to close cases faster

# Call Taking 911

### **SMARTER CALL TAKING, SAFER RESPONSE**



With more than 240 million 911 calls made each year, your dispatchers need proven technology that helps them work smarter. CentralSquare CAD+911 Pro efficiently handles NextGen data from multiple sources and provides a seamless integration between 911 and CAD. Real-time access to the CAD database and historical files improves responder safety by revealing known hazards, weapons, violent individual history and more for better-informed responses.

Answer the most critical calls faster with geographically-informed visual cues to help prioritize ringing 911 calls before they are even answered. And manage abandoned wireless calls more efficiently with outbound text confirmation to save valuable staff time from chasing accidental calls.

Save up to 2 minutes on every 911 call with an integrated CAD+911 Solution

#### **EFFORTLESS 911 CALL HANDLING**

Dispatcher sends text message to confirm abandoned call Dispatcher immediately takes next call; a robbery at City Bank

Workstation plays automated 911 greeting and call taker begins listening for background cues before asking questions to give responders details of the event

Validate the address and caller's name via the ALI feed which automatically ports relevant information into the Emergency Call Taking Screen O Upon CAD address validation, CAD and Mobile stream live footage from bank surveillance cameras and nearby street cameras outside the building to plan their strategy and keep civilians and responders safe. (Available with CentralSquare Citigraf, powered by Genetec)

 Dispatcher sees two suspects with weapons inside the bank and three citizens on the floor and provides a scene report to responding units

# Computer Aided Dispatch

#### **WORKS THE WAY YOU DO**



When lives hang in the balance, every second counts. CentralSquare CAD+911 gives your team the tools they need to save up to 2 minutes on every response. Configure CAD Pro to work the way you do with a configurable incident code list, priority-based alarm times, flexible beat plans, command line entries, click menus, hot keys and who receives notifications based on specific incident codes.

If a neighboring jurisdiction has a closer unit, CAD-to-CAD integration will automatically notify that agency of the mutual aid request and populate their CAD with the call information, eliminating the need for a phone call. CAD's integration with Citigraf provides a common operating picture and strategic decision support system across the many forms of information available today.

The FCC estimates that reducing response times by 1 minute can save 230,000 lives annually

### YOUR DISPATCHER WORKS QUICKLY

Dispatcher is alerted alerted to new call in Active Call Queue and begins reviewing incident information

She quickly checks checks the status of assigned units to the call and provides additional updates She seamlessly fulfills a mutual-aid request for Sheriff Department K9 using CAD-to-CAD interface with Sheriff's CAD system And then relays information received through Citigraf, powered by Genetec, to responding officers to ensure on-scene units have a common operating picture as events unfold She quickly draws scene perimeter on map and communicates all relevant details to responding units, including outstanding warrants, mug shots, detected gunfire shots, LPR-informed vehicle color and routing aids

### Mobile

#### REAL-TIME INFORMATION IMPROVES RESPONDER SAFETY



Mobile Pro provides a real-time connection between the dispatcher, command staff and partnering agencies. Responders can view active call details, lookup historical call records and provide status updates to the dispatcher via the CAD connection. Mobile provides key response details on calls for service, stations, other units or entered addresses. On-scene units view the same digital media feeds as dispatchers and the Decision Support Center to ensure all responders coordinate from a common operating picture.

600 firefighters and law enforcement officers have died as a result of vehicle crashes since 2000

#### YOUR RESPONDERS ARE BETTER INFORMED

- Assigned units automatically receive the call alert for the robbery call at City Bank and updates their status via their Mobile touchscreen
  - Responders follow turn-by-turn directions to arrive at-scene in shortest amount of time
    - Uses MDT to quickly update status and begins to focus on the situation and evaluate strategy
- Responders use their Mobile mapping system to view responding units and video feed from inside the bank
  - Commanding officer verifies ETA for Sheriff's K9 unit and begins issuing orders to incoming officers
    - As responders exit their vehicles, they begin monitoring updates on their Field Ops smartphone app
- Field Ops seamlessly begins transmitting responder locations which appear on CAD, Mobile and Field Ops maps
  - Arresting officer performs NCIC records check

## Records

#### **CUT REPORTING TIME IN HALF**



Police Officers have the greatest impact when they are in the community. CentralSquare Records Pro is a highly configurable RMS developed by a team with more than 20 years of successful NIBRS reporting experience. Designed to reduce administrative time, Records Pro gives your officers more time to engage in their community.

More than 20 years of successful **NIBRS** reporting experience

Records Pro consolidates information that has traditionally been kept in different programs, documents and spreadsheets and automates data processing to organize everything from case reports to parking tickets to digital evidence in a workflow that can be configured by each agency. Customized workflows ensure your officers capture the data needed and the Master Name Management process means your data is entered only once to improve accuracy across the entire suite. Handheld device integration with Field Ops enable officers to quickly scan IDs and VIN numbers to run NCIC\state record checks and upload digital evidence directly into the case report, saving your officers from duplicate entries.

### REPORTS EASILY SUBMITTED FROM THE FIELD

Arresting officer accesses the case report and verifies that suspect information is prepopulated from NCIC queries

On-scene detective begins logging evidence collected by uploading digital photos of crime scene and relevant items found inside the bank

Several custom forms are seamlessly submitted, including the Arrest and Booking worksheet, Use of Force and CALEA required documentation

The Arrest and Booking • Completed report, information is available for jail personnel to access and prepare for the pending arrival

warrant applications and arrest affidavit are submitted to supervisor for approval

Approved report is submitted and subject to analytic evaluations

# Jail

#### **CUT BOOKING TIME BY 66%**



Jail Pro enables jail facilities to monitor and record all inmate-related activities. Records Pro integration allows information to prepopulate arrest information like names and offenses into the cell booking wizard to increase data accuracy, avoid redundant data entry and ensure precautionary information is considered before placing an inmate with an existing cell mate. Master name record management ensures officers are alerted to any warnings or medical conditions associated with inmates. Officers can document cell checks and update inmate notes from their tablets, on the go. The overall agency workflow can be configured to accommodate each agencies' needs to ensure personnel never miss a thing.

**Automated intake process** drops booking time by 66%

### YOUR JAIL OFFICERS ARE READY AND WAITING

- Arrest information is reviewed and appropriate precautions are taken to ensure safe transfer of suspect
  - Jail Booking Officer starts Booking Wizard and reviews arrest information
    - Jail personnel prioritize the booking of suspect over lesser offenders based upon violent nature of crime

- Receiving officers meet at vehicle and assist in transfer of suspect into predetermined holding cell separate from other inmates
  - Jail personnel completes medical evaluation including physical exam and documentation of required medications
    - Mugshot taken and seamlessly attached to master name record
- Officer books inmate directly from case file and reviews master name information including gang affiliation, medical alerts and other relevant information to help determine security level classification and appropriate cell mate selection
  - Jail personnel use Property and Evidence to seamlessly document suspect's personal property



# Analytics

### CLOSE CASES FASTER AND WORK SMARTER



Agencies collect more data today than ever before. But more data doesn't always mean better outcomes. Public Safety professionals need tools that not only consolidate all relevant information into a single location, but also provides decision support and actionable insight for smarter and safer operations.

Central Square analytics include solutions for simplified data sharing and searching, patrolling strategies to improve citizen and responder safety, and easier digital media management and faster case resolution. With a full suite of integrated solutions, all relevant data is linked and easily accessed with AI/ML-informed insights to aid in better strategy and decisions.

**Transform data dumps into** connected, manageable decision support that improves outcomes

### EASILY COLLECT, ANALYZE AND SECURELY SHARE YOUR DATA

- All relevant data is aggregated by CentralSquare DEMS and minors in video footage are easily redacted with built-in facial recognition and blur tools
- Redacted videos are seamlessly shared with investigators, attorneys and reporters, with detailed audit trails to maintain chain of custody
- Investigators search for burglary vehicle escaping the scene by inputting the vehicle color and partial license plate number caught in surveillance video into CentralSquare's search engine that queries multiple law enforcement databases that share data
- Affidavits for search warrants and cellphone records are prepopulated and prepared for submission
- Interview statements are completed and added to case files
- Incident data is synthesized in analytic tools and patrol and asset placement strategies are updated, public crime map notifies citizens who have set alerts within radius for crime type, and briefing book prepared for next shift



More information at centralsquare.com

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