

# *Crimestar*

*Computer Aided Dispatch &  
Mobile Digital Communicator*



**Fast - Reliable - Secure**

# Application Overview

The Crimestar Computer Aided Dispatch (CAD) and Mobile Digital Communicator (MDC) are two separate and distinct products that are designed to work together and in conjunction with the Crimestar Records Management System (RMS).

**CAD** is designed to provide live command and control capabilities associated with handling and tracking field events and unit activity in an emergency dispatch center. Dispatchers utilizing CAD can easily create event records that capture all the pertinent information about a call for service or officer initiated field activity, then assign specific field resources to those respective events as needed. With the optional E911 interface, subscriber data provided by the phone company can be imported directly into the CAD event screen. The CAD system provides a comprehensive, fast and flexible work-area that allows the operator to easily maintain and visually monitor all events as well as the status, position and specific activity of field units. If desired, separate status monitors can be used to track different unit types (Police vs. Fire) or for different agencies and jurisdictions, giving the operator ultimate control in even the most complex dispatching environment. Once a CAD event is handled and closed, the associated data is moved to the RMS Calls-For-Service module where the data can be searched or viewed via an easy on-screen query interface, pre-defined "canned" reports or the comprehensive RMS Custom Report Creator.

**MDC** is a powerful add-on extension to Crimestar CAD that allows for private communications, digital dispatching and remote digital unit status updates from the field. By sending special, highly efficient and secure digital messages to and from MDC equipped computers, field personnel can assist in maintaining their own status and keeping dispatch advised of activity without the need for voice communication. The MDC system also allows for private car-to-car messaging and rapid direct queries to internal, state and national systems.

## Architecture & Design

### Windows Environment

The Crimestar CAD and MDC software are developed using a proven, object oriented, data centric programming platform designed to operate on modern, low cost, high performance personal computers that utilize the Microsoft Windows operating system.



### Network Ready

Just like our popular RMS, Crimestar CAD is designed to be used on either a single computer or with multiple computers on a Local Area Network (LAN) utilizing either a powerful desktop database or a high speed, large capacity, client/server database.



### Task-Specific User Interface Design

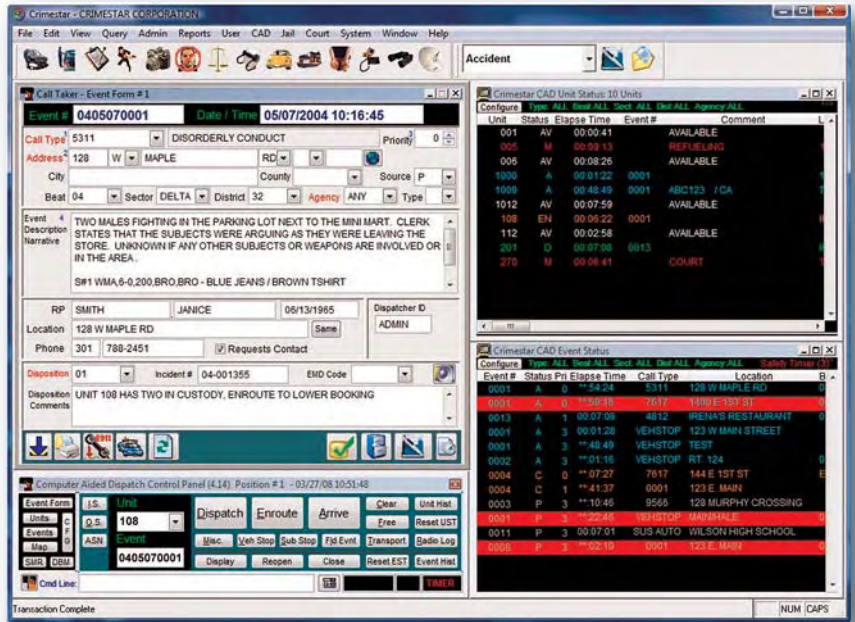
These products have been designed with careful consideration of the task at hand. While both programs operate as traditional desktop applications, the user interface for each has been optimized for the ease of use and efficiency of the intended user. The CAD system provides multiple command options and dialogs for the operator, allowing them to utilize any desired combination of pop-up menus, drag-and-drop operations or a keyboard specific command-line syntax for handling tasks. The multi-window user interface makes optimum use of multi-monitor workstations allowing the operator to simultaneously display all status windows, map windows, control panels and dialogs for convenient operation. The system can also be run from within RMS to provide the operator with immediate access to the powerful search capabilities inherent to the RMS environment.

While the MDC interface can be navigated using traditional menus via the keyboard or a mouse, it has been optimized for a mobile environment with all commonly used features and capabilities easily accessible from a single window with quick toggle display panels for multi-window capability without use of a computer mouse. The software is completely enhanced for the challenges of a mobile environment with easy touch-screen operation, oversized text on dialog screens and buttons, customizable display fonts, styles and colors for both "Day Mode" and "Night Mode" operation.



# CAD Status Commands

CAD Workstation showing: Control Panel, Event Form, Unit Status Monitor and Event Status Monitor all running within the integrated RMS work environment.



## CAD MDC Unit Commands

- ✓ In/Out of Service
- ✓ Assignment
- ✓ Dispatch
- ✓ Enroute
- ✓ Arrive
- ✓ Clear Unit
- ✓ Free Unit
- ✓ Radio Log
- ✓ Vehicle Stop
- ✓ Subject Stop
- ✓ Field Event
- ✓ Miscellaneous
- ✓ Safety Timer (Reset / Cancel)

## CAD MDC Event Commands

- ✓ Create Event
- ✓ Dispo an Event
- ✓ Close Event
- ✓ Reopen Event
- ✓ Event Idle Timer (Reset / Cancel)



## CAD - Key Features

- Multiple Event Windowing
- Customizable Status Monitors
- Remote Status Monitors
- Event & Unit Mapping
- Drag & Drop Dispatching
- Pop-Up Menu Status Selection
- Programmable Safety Timers
- Audible Command Notification
- Time Srvc Clock Synchronized
- RMS Work-Area Integration



## MDC - Key Features

- Optimized for Touch-Screen
- Multi-Panel Message Display
- Interactive Status Monitor
- Event & Unit Mapping
- Configurable Fonts & Colors
- Day & Night Modes
- Voice Status Confirmations
- Real-Time GPS Tracking
- Integrated Data Compression
- Multi-Level Transaction Security
- Secure AES256 Encryption

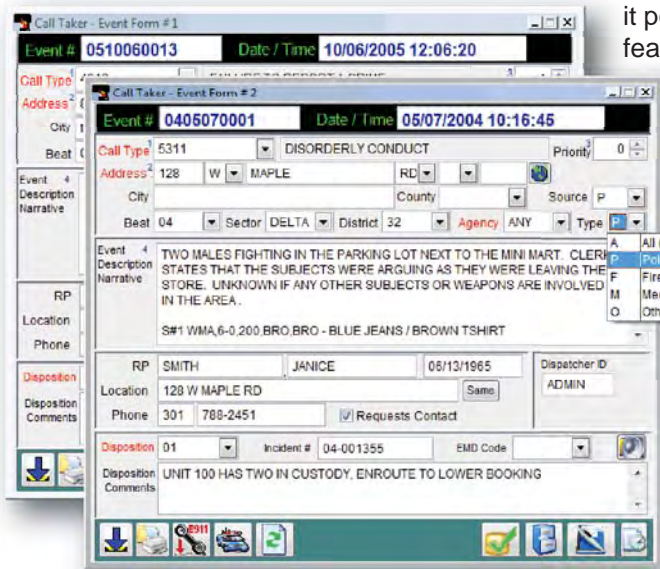


MDC Workstation showing the interactive Status Monitor page. This example page shows Police, Fire & Medical units as well as Pending CAD events. The display can be easily customized to show the unit or event types desired.

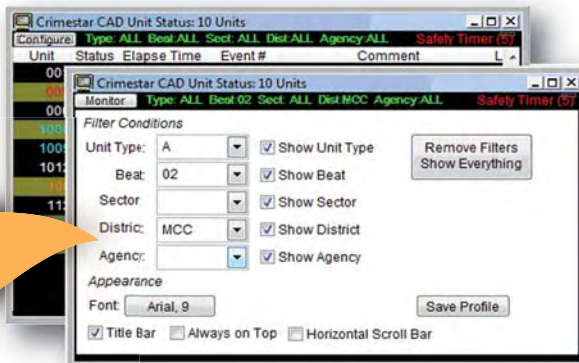
# Computer Aided Dispatch

# Speed & Flexibility

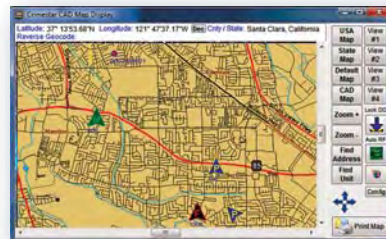
Crimestar CAD works the way you do, allowing you to quickly switch between tasks. The multiple-document interface makes it possible to maintain several working screens, while the Drag & Drop feature allows you to instantly switch the reference for any screen at any time. Status transaction commands have been optimized for sub-second response, while user definable pop-up menus increase the speed and accuracy of all user input.



Filterable Monitors show only what you want to see!



In addition to Drag & Drop unit dispatching and pop-up menu status changes directly from the status monitors, the Control Panel provides an all-inclusive capability to perform any CAD function as well as activate additional call taker event forms, status monitor windows and status map displays for use in an extended windows desktop, multiple monitor environment. Dispatchers can



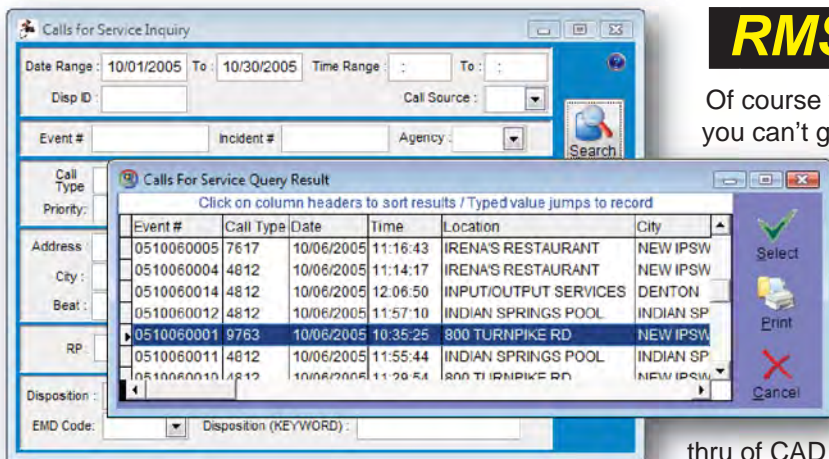
perform transactions with command buttons via the mouse or windows accelerator keys or use a traditional "command line" syntax via the keyboard. The control panel also displays Safety Timer, E911, and Administrative message notifications.

## Detailed Information

Beyond capturing detailed information about events, the system allows you to capture precise data about each unit or field resource. Whether a unit is simply on patrol and available or is attached to a specific event, all unit activity and event transactions are timestamped to the second!

## RMS Integration

Of course what's the point in capturing all that detailed data if you can't get to it? Crimestar CAD is tightly integrated with RMS. All closed CAD Event records are automatically transferred to the Calls-For-Service module of RMS. From there, users can easily search and recall all event activity using a wide variety of search criteria. Event records can also be reported using a variety of pre-defined reports or via the powerful Custom Report Generator. That same CAD event data can also be imported from the Calls-For-Service module into other modules, allowing for the seamless pass-thru of CAD data into subsequent incident and accident reports.



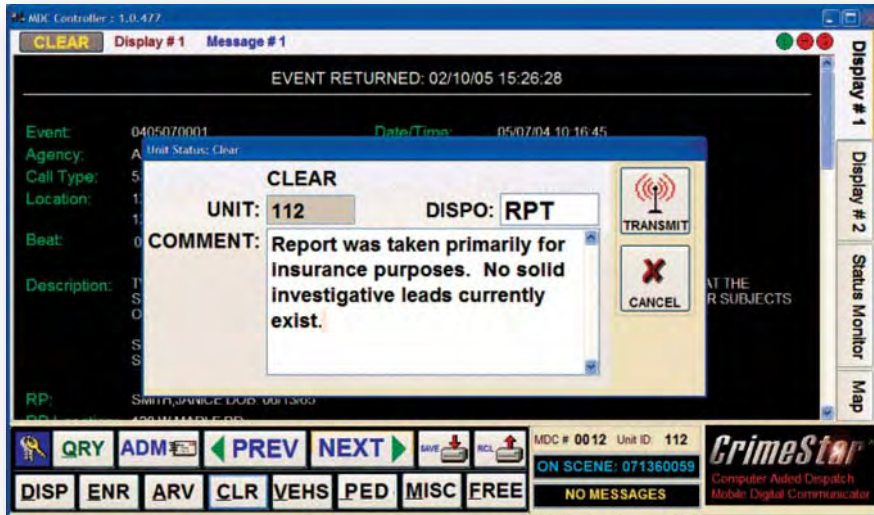
## Optional External Interfaces

- Enhanced 911 (E911): Automatically imports Telephone ALI/ANI data into CAD Event records.
- Message Switch Gateway (MSG): Provides connectivity to State and Federal/NCIC databases.



# Mobile Digital Communicator

Crimestar MDC workstation transactions interactively update the CAD database in real time, to keep CAD data accurate and current while minimizing the need for voice communications. Each MDC equipped unit can monitor all CAD activity including



## Live CAD Updates

Pending, Active & Completed events. Activity monitored is easily filtered to specific types (Police; Fire; EMS) or to a specific agency, in a multi-agency environment. Unit and event status updates are immediately reflected on the interactive status monitor. Active links displayed on the MDC screen allow the user to recall specific data at the touch of a button. Messages are held in active queues, allowing the user to quickly cycle through all messages and recall previously received messages.

The 4-panel display makes it easy for the user to quickly switch between different messages, the interactive status monitor or the interactive map display.

## Security - Privacy - Safety

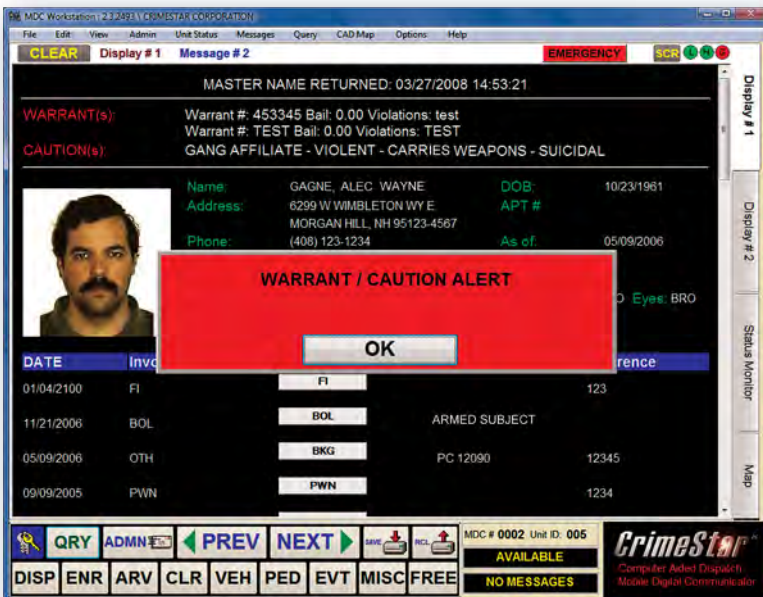
One of the benefits of digitally extending CAD into the field is the ability to communicate and operate while maintaining the privacy of deployment and other sensitive information. Digital communication is an effective way to prevent people with radio scanners from knowing your every move. Crimestar MDC enhances the inherent privacy of digital communications by utilizing a 256-bit Advanced Encryption Standard (AES256) in conjunction with 10,000 randomly selected, customizable encryption keys. Each MDC message transmission is encrypted differently!



Integrated with a GPS receiver, the MDC communicates its own Latitude & Longitude coordinates in timed intervals or upon a specific distance traveled. CAD is then updated with that data and the relative position of all units is rendered on the MDC map display, giving both dispatch and all MDC users a real-time view of unit and event locations.



*MDC Workstation shown running on a Touch-Screen tablet with a broadband card and built-in GPS. -- Totally Portable! --*

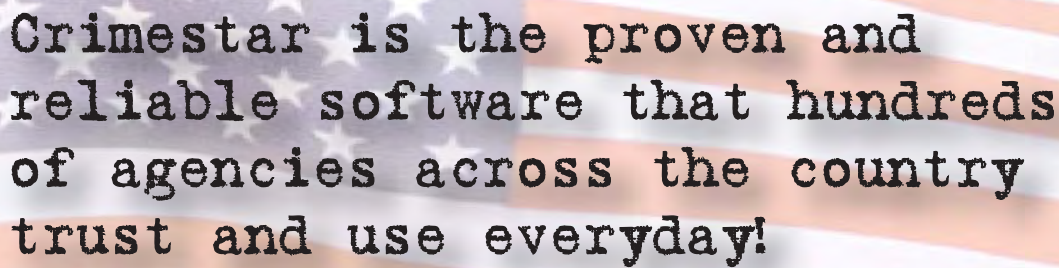


## Direct Query Capability

Beyond CAD status transactions, Crimestar MDC makes it easy to query Names, Vehicles and Property directly from the field. Query results are returned from the local RMS system with complete history information in an easy to read consolidated format. Active links allow the user to quickly recall a specific contact or related document.

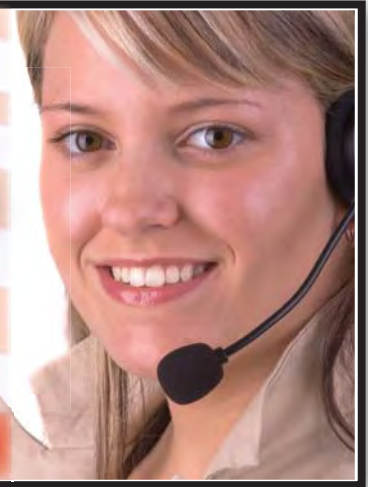
With the optional Crimestar Message Switch Gateway, interface transaction queries are automatically routed to state and NCIC systems.

All transaction and query activity is tightly controlled by the security system, based on the MDC device ID and the User ID, allowing sensitive law enforcement data to stay isolated from Fire/EMS units equipped with MDC devices.



Crimestar is the proven and reliable software that hundreds of agencies across the country trust and use everyday!

**INFORMATION TECHNOLOGY FOR MODERN PUBLIC SAFETY**



## Advanced Features

Crimestar believes that our products offer as many, if not more, advanced features as most products on the market at any price. Feature-for-feature we compare very favorably and often surpass the capabilities of other products, including those products that are marketed to the largest of agencies at outrageous prices. At Crimestar, we recognize that often some of the best ideas for improving our software come from our customers and we listen to comments, suggestions and feedback from real users, in order to make our products better and more flexible.

## Affordable to Buy & Own



We understand the fiscal limitations and challenges faced by most state and local government agencies and we are here to help. Crimestar's license fees are arguably the most affordable and cost effective in the industry. Some other products may be less expensive, but you won't get all the capabilities and advanced features that Crimestar offers! We also realize that there is more that defines affordability than the initial purchase or license price. The total cost of any system over time must include the annual support and maintenance fees. With Crimestar's software solutions, there is no need to worry. Crimestar offers support for our software at some of the lowest annual support and maintenance fees available. Additionally, our annual product support fees always include all product updates, so you won't get billed to repurchase the software when a new

or updated version is released. The combination of a low initial license price as well as very modest annual support and maintenance fees make Crimestar software solutions very affordable to buy and, more importantly, affordable to own!

### **Crimestar CAD & MDC Minimum System Requirements**

Operating System: Windows 98, 2000, XP or Vista  
Processor: 800Mhz or Faster  
RAM: 512MB - More Recommended  
Disk Space: CAD - Varies by Agency  
MDC - 100MB  
Video: CAD - XGA 1024x768  
MDC - SVGA 800x600  
CD-ROM: CAD - Recommended  
Tape Drive: CAD - Recommended

A data compatible radio or commercial broadband card "AirCard" is needed for MDC communications.

For more information contact:

**Crimestar Corporation**  
**Post Office Box 53480**  
**San Jose, California 95153-0480**  
**[www.crimestar.com](http://www.crimestar.com)**

*Public Safety Solutions and Service Since 1989*